

# Frequently Asked Questions

## General

### **1. What is Dye Sublimation**

Dye sublimation fabric printing is a two-step process in which a printer sprays special ink or dye on a transfer paper, which is then fed into a heat press along with the fabric. The process involves using pressurized, 400 degree heat to “sublimate” (transform from a solid directly into a gas without becoming liquid) the ink on the transfer paper which then permanently fuses the dye into the fibers of the fabric. The end product is a high resolution, color rich fabric that retains its feel and breathability, is weather-fast, will not bleed, and can be laundered repeatedly without fading. Silk screening, heat transfer logos, and number decals are surface bonded with coated transfer media to the fabric and will crack, peel, and fade over time. Ace uniforms will stand up to repeated wear and laundering and will look as good in the future as the day you received it.

### **2. What are the advantages of a dye sublimated uniform?**

There are a few primary advantages ...

- A dye sublimated uniform can incorporate any graphic design and color not available with off-the-shelf stock uniforms. This gives your customer the opportunity to achieve a truly unique identity and look that no other club will have. This will also provide your customer the opportunity to develop team apparel and accessory items such as T-shirts, warm-ups, helmet stickers, window decals, rink banners, etc., to raise additional funds for the club.
- A dye sublimated uniform is significantly lighter in weight than similar tackle twill designs with embroidered/appliqué logos and sewn-on names, numbers. For this reason, the lighter feel is usually preferred once it is worn in competition over a traditional design.
- A dye sublimated uniform can be more cost effective than traditional tackle twill designs, allowing teams and the clubs to save money.

### **3. Why Ace Sports?**

- Ace Sports provides all *complete design flexibility* through our exclusive live, web based design process directly with Ace designers. We do not restrict uniform design to a limited selection of templates that other manufacturers force you to choose from. The result is the opportunity to develop a truly unique, one-of-a-kind look and identity that no other team will have. If your customer can imagine it, they can wear it.
- Exclusive, web based ordering system. Allows you the see a complete history of your orders and artwork
- Custom design can also extend to all components for a complete head to toe uniform presentation
- No minimums for team re-order.
- Simple single piece ordering for new players, as well as re-ordering for player turnover at the start of each season.

**4. Can Ace Sports incorporate tackle twill features (i.e., sewn on logos, patches, numbers, etc.) into a dye sublimated design?**

Yes. Some teams like the advantages of developing a base jersey design and then incorporating tackle twill features. Please consult with Ace for specific needs.

**5. How do I care for my jersey?**

All uniforms are polyester-based fabrics. Turn the item inside out before washing to prevent snags. Machine wash in cold water on a gentle cycle using an all-purpose detergent. Fabric softener will reduce static electricity. Tumble dry on a low heat setting or hang to dry (preferred). Do not overly dry the jersey as this may cause gradual shrinkage over time. Press at a moderate temperature setting if necessary.

**Uniform Designs**

**1. What is a Live Design Session?**

A Live Design Session is a unique, web-based uniform design experience exclusively available through Ace Sports. This provides the most time-efficient and convenient approach to uniform layout and design available from any manufacturer today. During a Live Design Session, your customer will speak with a designer, log onto our website, and be given a password to utilize a secure online connection that will display our workstation directly on his/her computer monitor. The typical initial session may take 30-45 minutes to complete. When the Design Session is complete, we will email the concept layouts to share with the team and organization. If changes are required, let us know, and we will make the modifications and resend the revisions for review.

**2. How do I schedule a Live Design Session?**

Simply call our office to schedule a mutually suitable time at 1-800-830-0753.

**3. I am part of a committee for new uniform design ... can we all log into the Live Design Session and participate?**

Yes. If you are part of a committee, we can support multiple users as part of the Live Design process. Just have each person log on from their own location and conference in together to jointly participate in the design process. This is another feature we have provided to make it the most time efficient and productive process available to help you complete your uniform design and ordering experience with Ace Sports.

**4. Is there a charge for the Live Design Session?**

We charge \$100 in advance for the design session. If the customer carries through with the uniform purchase with Ace Sports, your account will be credited back the design session fee, essentially providing a free service for our customers.

**5. Can you duplicate our existing uniforms into a sublimated design?**

Yes. Please discuss your needs with an Ace designer when scheduling your Live Design Session.

**6. Can you match our team/school colors into the uniform?**

Yes. School colors are typically chosen from the Pantone Color Charts, which we use at Ace Sports. If you are not sure what the color numbers are, consult with the appropriate staff at the school to get the specific Pantone color numbers.

**7. Can you manufacture an embroidered/appliqué team logo?**

Yes. Please discuss your needs with an Ace designer when scheduling your Live Design Session. Please be prepared to forward artwork and logo size requirements to Ace Sports to accurately quote.

**8. I'm starting from scratch ... how do I develop a custom design?**

Ace Sports does not force you into a limited choice of design templates and can produce any design you can conceive. If your customer has an idea of what they would like to achieve (style, colors, logos, etc.), you can forward this to us prior to the Live Design Session for us to review and make recommendations. During the Live Design Session, we can also show many design examples of what we have done for others to help you select a specific style or choice of colors. The choices are unlimited.

**9. Can I use a logo that I created?**

Yes. If you have a logo design, please be prepared to email us the appropriate graphics file. We use graphics in vector format, including \*.cdr, \*.eps, or \*.ai. If these formats are not available and Ace must redraw the logo, an artwork charge may be applied to accomplish this, depending on the logo complexity and time required.

**10. What fabric materials are available?**

Ace offers a variety of knit, mesh, and shine/dazzle fabrics. Please consult with an Ace designer for recommendations.

**11. Is there a difference in cost between fabric choices?**

No. Our price is independent of the type of fabric chosen.

**12. Can you provide matching team apparel and accessories, like T-Shirts, hoodies, warm-ups, helmet stickers, window decals, building banners, etc?**

Yes. Please discuss your needs with an Ace designer during the Live Design Session.

**Ordering**

**1. Is there a minimum order quantity?**

There are no minimum quantities for team orders.

**2. Can I order additional jerseys once I receive my team order?**

Yes. Once a team order is received, Ace will produce individual pieces of delivered design and ship per our normal delivery schedule, although we will make every effort to fabricate and ship as soon as possible. For example, a new player joins a team after the team receives its initial uniform shipment, or player turnover at the start of a new season requires ordering additional pieces. All artwork and drawing files are stored on our system and can be quickly retrieved for review.

**3. Do you provide sizing samples? Is there a cost for this?**

Ace has a complete inventory of sizing samples available to accurately size all players, eliminating guesswork and delays for re-ordering. The sizing samples will be initially provided free of charge and are required to be returned when finished. However, if they are not returned or lost, customers will be charged on the same credit card used for the design session fee for the samples sent.

**4. How do I place my order? What is the ordering process?**

Once the design is set and your customer confirms their intent to purchase with Ace Sports, we will set up an account in our online ordering system where they will be provided a username and password. After an initial consultation from Ace where we walk through the ordering system and how to use it (it's very simple), they will enter their player information including names, numbers, sizes, etc. This is a step the customer *must* complete in order to provide the highest accuracy for the details of the order.

**5. Can I send an email to Ace Sports with my Player information and have you put it into the order system for me?**

No. Ace Sports requires all customers to input their own player information into the online ordering system. Player name spellings, specification of sizes, etc., are the sole responsibility of the customer.

**6. Will Ace approve my final artwork on my behalf?**

No. It is the sole responsibility of the customer to approve final artwork by clicking GFP ("Good for Production" on the Preview Tab in the online ordering system.

**7. What are your payment terms?**

We collect 50% deposit of the total order value prior to releasing the order to the factory for production. The remaining balance is due prior to shipment of the order.

**8. What forms of payment do you accept?**

Ace accepts VISA and MasterCard payments over the phone. Ace also accepts checks. We utilize an electronic process for accepting checks accessible through our website. Please consult with our office for instructions.

**9. I am placing a team order. Can I have my individual player families pay for their own pieces directly to Ace Sports.**

No. For team orders, Ace will only accept one team payment per invoice. Individual players or player families cannot pay separate for their own pieces.

**10. Can I cancel my order?**

Order cancellations will not be accepted after a customer approves final production artwork, final player list and fabrication begins. The refund will be the initial deposit less any upfront charges incurred for design fees, unreturned sizing samples, etc. Once an order is locked at the factory and fabrication begins, no refunds will be provided.

**Delivery**

**1. What is your delivery time?**

Standard order production time for uniforms is 4-6 weeks after the following are received ... (1) 50% Order deposit, (2) Approval of final artwork, and (3) Submission of complete player list with names, numbers, sizes, etc.

**2. *Is there a cost for shipping? How do you ship?***

Standard shipping is UPS Ground. Customer is responsible for the cost of shipping and optional shipping insurance. Shipping costs vary greatly and are dependent on the size of the order, number of boxes, etc. The shipping cost will be communicated and added to order balance for payment prior to shipment. Special delivery requests (overnight, 2nd Day, etc.) can be accommodated. Please consult Ace Sports for specific needs and costs.

**Returns**

All Ace Sports products are custom made and no returns are accepted once the order is delivered