

# FAQ

**Q: How should I submit my Tip Sheet?**

**A:** Fill out the attached link and press submit!

Relay For Life : <https://www.123formbuilder.com/form-3715201/tip-sheet>

Bark For Life: <https://www.123formbuilder.com/form-5210142/>

Schools Vs Cancer: <https://www.123formbuilder.com/form-5210151/>

Coaches Vs Cancer: <https://www.123formbuilder.com/form-4013734/>

**Q: Can I customize the backs of all the shirts?**

**A:** No, for Relay for Life the only shirts you can customize is the Participant and Gold Together shirts.

**Q: What is your turn around time?**

**A:** NON-custom ( RFL ) orders ship out in 2 business days from when we receive the order. The standard turnaround time for custom orders and feeder event shirt orders is 15 calendar days from the day we receive the order and artwork approval. It is 8 days for production and 7 days for shipping.

**Q: What are the Relay For Life shirts made of?**

**A:** Athletic Heather is 90/10 cotton/polyester  
Retro Heather Coral, Retro Heather Purple, Turquoise Heather and Vintage Heather Navy are all 50/50 Cotton / Polyester. Gold is 100% Cotton.

**Q: Does Will Enterprise have the old artwork? Do you have the artwork even though I worked with a different supplier last year?**

**A:** Yes! We save all artwork from past events. Here is the link to 2019 Relay For Life art.  
<https://willpromo.x10host.com/Home/>

**Q: Is the Tip Sheet event specific?**

**A:** No, the tip sheets can be used for every event. They are not event specific.

**Q: Can the same Society Key have different designs?**

**A:** Yes, you can have multiple different designs for one Society Key. They all must be submitted separately and fall within the RFL back art guidelines. But they must be on separate PO numbers.

**Q: Can I place more than one design per order for custom shirts?**

**A:** No, you must place separate orders because multiple designs/events cannot be combined on 1 purchase order. If you combine multiple custom backs on 1 purchase order they will combine, and you will end up with all the shirts having 1 custom sponsor back printed on them.

**Q: Can you look up orders by Requisition numbers and let me know if you have received my order?**

**A:** No, we cannot look up orders by requisition numbers, only PO numbers and order numbers. PO numbers are not given until the order has been fully approved. If you have not received a PO number, then your order has not yet been received.

**Q: Where do I upload the back art for my order?**

**A:** Your approved back art can be uploaded in the checkout pipeline after you have ordered all your shirts.

**Q: When I'm in ACS Marketplace checking out it asked me "Input ACS- Product Code" what does that mean?**

**A:** Please input your Society Key.

**Q: Can I place an order and then do my tip sheet?**

**A:** No, you must submit your tip sheet and approve your artwork prior to placing your order.

**Q: I paid the rush fee is that for shipping?**

**A:** No, the rush fee is for us to move your order ahead of other orders in production and not the shipping cost. The rush fee has nothing to do with the shipping cost at all. Please make sure express shipping is necessary when selecting it because this is very expensive and can cost more than the shirts themselves.

**Q: Can I place a custom order with you?**

**A:** Yes, you are able to place your order with us, just send us what you are looking to get and we will let you know if we can do it.

**Q: What should I do if I'm missing shirts / have stained shirts.**

**A:** Please send us what was received and what shirts were affected. Please attach pictures if possible. Also you are able to fill out this form. <https://willpromo.x10host.com/Discrepancy-Form/>

**Q: When will my order be printed?**

**A:** The drop-dead date on the order is the date it is supposed to be printed and shipped. If that date has passed, please email us and let us know the order number/ or po number so we can check on the status. Also, you are able to check if it was shipped on the UPS website.

**Q: Why was I sent a revision fee?**

**A:** You are allowed two changes to be made to the artwork after the proof has been made. Any after two will incur a \$50.00 revision fee.

**Q: What resolution should the logos be when I send them in?**

**A:** 300 DPI or greater. We would love AI files if possible.

**Q: Why did I get invoiced again for this order? / Declining an order in ACS Marketplace.**

**A:** Always be sure to check if the order has already been invoiced. You will only be charged once for your order when we invoice with ACS. They track all orders that are paid for. You will be sent a few “invoices” before we invoice the order for payment. In the previous year we received a lot of “declined” invoices saying that they were already paid, and they were not. So please be sure before declining invoices that they have been paid.