



Frequently Asked Questions

1. How can I get started doing business with RGR Embroidery?

We always welcome new business! We provide corporate and custom embroidery at the wholesale level for various promotional product distributors specializing in corporate, small business, resort, school, clubs and other types of organizations needing custom embroidery and logo digitizing services.

To get started, you can e-mail us info@rgrembroider.com or call 770-455-4522 for a new customer packet. [Or download a new customer packet from here and fax it back to us.](#)

2. What information do you require on a Purchase Order?

RGR requires a Purchase Order (PO) for every order. The PO becomes the framework for successful completion for all orders. We require the following information to process your PO completely:

1. Company Name
2. Purchase Order Number
3. Contact Name and Contact Number
4. Product Description
5. Item Quantity and Size
6. Logo Name/Description
7. Logo Location
8. Logo Colors
9. Ship to address
10. Ship method if different than UPS Ground
11. Third Party Shipping Account (if applicable)

3. Why will RGR not schedule a ship date when I send you my order?

3597 Clearview Parkway Atlanta, GA 30340 770.455.4522 fax 770.455.0155 www.rgrembroider.com
We want your stitches! If you need additional information please call or better yet come by for a tour of our facility. We would love to set up a time to have you out. Thanks again!

RGR Embroidery sews orders on a “**FIRST READY – FIRST SEWN**” basis. Our efficiency and consistency is a result of this policy. As a contract embroiderer we have no control of the outcome of an order until all other vendors involved have successfully performed their services. And we do not have control or contact with your customer who often delays approvals and other required decisions. What RGR promises is that once all order requirements are satisfied we will schedule a ship date based upon our current turnaround at that time (usually 3 days to 5 days) and will ship on that day or sooner. When your order is assigned a ship date all blocks of time have already been filled with orders that were ready before yours. In cases where our standard turnaround will not meet your customer’s expected ship date we have Rush Service levels available. As all the blocks of time are filled, employees working extended shifts requiring overtime pay perform Rush Services. This is the fairest way we know to operate our business. We know that often your other vendors do not perform as expected. Remember, RGR is not responsible for your other vendors’ inability to perform. We always make an effort to help you in these situations but Rush Charges will most likely be applied.

4. How do I get my design to RGR Embroidery?

You can e-mail us your design to artwork@rgrembroider.com. Please send the highest resolution possible, preferably vector art such as AI or EPS.

5. Can I have garments sent to you for embroidery?

Yes, in fact over 97% of the garments we sew are delivered directly from the garment vendors. One of the services we provide is we count all the garments in by color and size and match the information against your PO before we proceed with your order. See Per Box Handling Charge. All boxes shipped directly to RGR must be addressed as follows.

Your Company Name and PO#
c/o RGR Embroidery
3597 Clearview Pkwy
Atlanta, GA 30340

If your shipment is received without your company name and the PO# given to RGR Embroidery (Not your garment vendor’s PO#) we have no way to match the order to the job. This WILL DELAY the processing of your order.

6. What is FEP?

This is our Frequent Embroidery Program all the details are spelled out here: [Jump to FEP](#)

7. What is the proof/approval process?

On all orders with digitizing we will be sending you a digital proof notifying you that your sew-out is available for review and approval. This digital proof will indicate the size and an approximation of the thread colors. The sewout will be sewn in the exact colors of the artwork or one of the colorways to be sewn per the purchase order. Digital proofs and sewouts are completed in about 3 business days after all art has been received. If we do not receive your sew-out approval we cannot schedule your job for production.

If you need a digital proof for a repeat logo, or for a tape provided by you, those can be found in either your design library or are available on all online order status pages accessed by link from all system generated order emails.

8. Can I provide an Embroidery Tape?

Absolutely. Email to artwork@rgrembroider.com referencing your company name and PO number in the subject line. RGR Embroidery assumes customer is familiar with design quality and cannot be held responsible for how your design sews. Should any corrections/adjustments be needed, you need to let us know on your PO and pay for a sample stitch-out proof. Tape edits are \$25.00.

9. What is your repeat order process?

All orders are treated as new orders for pricing purposes based upon stitch count and quantity. If we are repeating the sewing instructions from a previous order you can reference either your PO# or our invoice number in place of rewriting the sewing instructions on the PO. We do require complete shipping instructions and the garment list for the new order. If you feel you need to request a proof for a re-order, please indicate this on the purchase order.

10. What if I do not have a design?

We can help you with designing a logo in house through our graphic design department. Graphic design is billed at \$50.00 per hour.

11. Do you have minimums?

No, we do not. However the more items you order, the better the unit price will be.

12. Do you have maximums?

No, we do not. However, please contact us in advance so that we can determine if we can fulfill your quantity in the timeline requested.

13. Do you fold and polybag items?

Yes we do for an additional fee of .25 cents each. Please request this on your PO.

14. Do you provide samples before production?

We provide one free sewn embroidered swatch with each purchased digitized logo we create. If you have an existing embroidery logo created by someone else, we require a pre-production swatch for \$12 or \$1/thousand stitches whichever is greater. Pre-Production Swatch must be approved prior to production.

15. Do you have rush service available?

YES. If our current turnaround time will not satisfy your required ship date, you may request one of the following Rush Services. You may notice that these service levels are similar to the well-known UPS expedited service levels. That is intentional so you can quickly assess which level is best for you. Keep in mind that in many cases it is more cost effective to use an RGR Rush Service instead of paying expedited shipping charges. Very often shipping garments overnight is more expensive per piece than the RGR per piece rush charge. Max quantities can be limited due to higher stitch counts.

Gold Rush: "Same Day Service". If we receive your garments prior to 10:30am, and all other status requirements are satisfied (see FAQ #3), we can ship up to 100 sewn logos that day. 150% rush charge will be added to your invoice.

Red Rush: "Next Day 24 hour Service". If we receive your garments prior to 1:00pm, and all other status requirements are satisfied (see FAQ #3), we can ship up to 200 sewn logos the following day. 100% rush charge will be added to your invoice.

Blue Rush: "2nd Day 48 hour Service". If we receive your garments prior to 1:00pm, and all other status requirements are satisfied (see FAQ #3), we can ship up to 500 sewn logos two days later. 50% rush charge will be added to your invoice.

Orange Rush: "3rd Day 72 hour Service". If we receive your garments prior to 1:00pm, and all other status requirements are satisfied (see FAQ #3), we can ship up to 500 sewn logos three days later. 30% rush charge will be added to your invoice.

16. What is your turn around time?

Our normal turn around time is 3-5 days dependent upon final art approval and that all of your garments/pieces are in hand to begin production.

17. Can I get my shirts personalized with names?

Yes, you can. We offer several ways to personalize your shirts beyond adding a custom embroidered logo. Please contact us for more details.

18. Can I receive a quote before I decide to have the design digitized?

Many of our customers request a quote before having a design digitized. You can submit a quote request via email to artwork@rgrebroidery.com. To properly quote a job we need an image of the design, we need to know what size the sewn design will be, and we need to know the quantity to be sewn. Quotes are returned within 24 hours after having received them.

19. What is your standard shipping method?

All shipments will be by UPS Ground or Courier unless otherwise specified by our customer. We do not provide International shipping at this time. All shipments are "blind shipped" with you as the shipper. We also apply a packing slip label to each box so contents can be verified. RGR is not responsible for losses during shipping. All shipments are insured for estimated value. RGR is not responsible for under insurance. All tracking information is sent to you by e-mail. All shipping issues are to be handled by you the customer.

IMPORTANT NOTE: We only have active accounts with UPS and Couriers. Therefore all other shippers must be billed as 3rd Party. FedEx Ground service bills us directly a per box pickup charge. This is not charged to the 3rd party number so we will have to invoice this pickup charge to you.

20. How do you package for shipping?

All garments will be in a printers fold and neatly packaged in the same boxes as they were received. We remove or cover all labels identifying RGR before applying new ones. A packing slip is applied to each box indicating the total order quantity shipped. Single fold in individual poly-bags is offered at an

additional \$.25 per piece charge.

21. Can I ship the same order to multiple ship addresses?

RGR is not a fulfillment service and does not have the infrastructure to efficiently handle multiple drop shipments. That said, we do have the ability within our information system to handle up to 3 shipping addresses per order. We will charge \$7.50 per each additional shipping address. When shipping to multiple shipping addresses we require that the garments are polybagged. The reason is that we do not have the table space required to separate orders and we must use floor space. Also, if additional boxes are required an additional \$1.50 per box will be applied. If you have an order with more than 3 shipping addresses please get approval prior to sending your PO. Drop shipments are very labor intensive and at peak production times we may not be able to provide the service.

22. What is a Colorway?

A colorway is the exact sequence that colors are sewn on a logo. Some logos are sewn in one color; therefore the colorway is simply the one color. Other logos are sewn in multiple colors and the colors have to be programmed in the sequence as determined by the digitized design to ensure that each design element is sewn in the correct color. Digitized designs provided to us in machine language (*.dst) are colorblind, meaning they do not contain color information. What they provide are color change commands. You must include the colorway with these digitized designs to enable us to proceed with your job. If you cannot provide us the exact colorway, you will need to provide a color for each design element for us to proceed. We cannot proceed with the color instruction of White and Red until we know what specific elements of the design are sewn in which color.

Each different colorway must be sewn separately. We have strict limits on the number of colorways that can be used per order. Each excess colorway is charged at \$5.00 or the order is billed as samples whichever is less.

About colors: Exact color information must be provided. You must provide a thread color number by manufacturer or a PMS color number. As an example we have over 30 shades of blue so providing "Blue" as a color is insufficient. The only standard color names we accept are White, Red, Black, & Navy.

23. What is the Per Box Handling/Admin charge?

Unlike others in our industry, we do not inflate shipping charges. We simply charge a \$2.50 per box handling fee. (See fee chart on RGR Job Cost Notification) The handling fee is charged for the service of checking in your garments from your vendor for accuracy of your order as well as compensates for the handling of heavy/bulky items that slow production. We check for size and color only. We do not check styles i.e.: short sleeve or long sleeve. We do our best to protect you against the errors of your garment vendors. We have saved our customers literally millions of dollars over the past 15 years catching other vendor errors. RGR does make a rare mis-count of garments, however, by checking the garments RGR is in no way taking on the responsibility for your other vendor's errors. If your other vendor had not initially made the error no error would have occurred. You must hold your other vendors accountable for these

errors.

24. What is Digitizing?

Digitizing has its own section on our web page. [Jump to Digitizing here](#)

25. What artwork can you use for digitizing?

In depth information about this can be found [here](#).

26. What is a Tape or Punching a Tape?

A Tape is a Digitized Design. Punching a Tape is the process of digitizing a Design. All industries use jargon, and Tape and Punching are examples. The terms come from the days when embroidery machines read sewing instructions from holes punched into a paper tape.

27. What is a Program Price?

A program price is a set unit price for a logo that is consistently sewn throughout the year. To qualify, you must guarantee a minimum of 2000 pieces sewn with the exact logo per year. As a general rule, to qualify for a program price your orders should be repeat orders 90% of the time. Each program price is determined on a case-by-case basis and each price will require a minimum quantity. Note: A program price is set for an exact logo. Any alteration to the exact logo is excluded from the set price and will be billed using standard pricing.

28. Are there items you cannot embroider?

We utilize different embroidery machine platforms, which allow us to embroider most items. We are limited only by our ability to hoop the sewing area, our ability to get a needle easily through the material, and the size of the overall item. Some items you see embroidered were sewn prior to the garment or item being assembled. An example would be a logo sewn on a shirt pocket. For us to sew on a shirt pocket we would have to sew the pocket shut because there is not enough clearance for our sewing arm to fit freely inside the pocket. Although there are very few things that we are unable to sew it is always best to check with us first if you are sewing the item for the first time. In many cases, especially with bags, we will need

to see the item prior to knowing for sure if it can be sewn.

There are also items which we can sew but probably shouldn't. Items like umbrellas and gore-tex jackets can and have been sewn at RGR but please understand that these items will not be watertight where embroidered.

29. What color thread do you have?

We have more than 450 thread colors in inventory. Our primary thread brands are Gunold Sulky and Madeira Classic. These two companies are the world leaders in rayon thread manufacturing. We use their premium brands ensuring the classic sheen of a rayon thread embroidered logo. We recommend that you obtain color cards from both of these companies. (Available for a small fee) We can also accept most other manufacturers thread numbers or a PMS number and we will select a close match.

30. What is metallic thread?

Metallic thread is thread that is coated with a foil like material. It provides a true metal look. We have a gold and a silver metallic thread available. Using metallic thread will require a surcharge, and in many cases will require a special tape different from the tape designed for rayon thread. Due to these additional costs involved RGR does not recommend the use of metallic thread.

31. Can you special order a thread color?

With over 450 thread colors available we are almost always able to find reasonable color match. If a reasonable match cannot be found RGR will add the new color to inventory. At times we run into situations where the end user is not reasonable and is absolutely insistent on a specific manufacturer's thread number. We can special order thread for the job but the cost of the thread will be added to the invoice. In most cases we can get by with one or two cones of thread. The cost of two cones plus shipping is around \$30. Upon completion of the job you may have any remaining thread sent to you for safekeeping and can be returned if the order is repeated.

32. What is Spoilage and what is your policy?

Garment spoilage does occur in the embroidery business and must always be considered in your costs as a seller of embroidered goods. Much of the success of RGR is due to the fact

that spoilage at RGR is a true rarity. Our spoilage rate over the past 3 years has been less than 1/10th of one percent. Spoilage can result from mechanical failure (a blown oil gasket) as well as human error (transposed number). When a spoilage situation occurs, for the issuance of credit, RGR recognizes the Industry Standard of 2% Spoilage Allowance per order as rounded up to the next whole piece. RGR limits its liability per item sewn to \$40.00. RGR Embroidery will issue a credit on all verified RGR At Fault spoilage over 2% per order, however no credit will be given under any circumstances for errors within the 2% allowance. All orders by this definition are allowed one piece spoilage (even an order of one).

Liability is limited to \$40.00 per item sewn.

Credit will be issued for over 2% of the following RGR At Fault Spoilage Only:

1. Logo sewn in wrong location.
2. Logo sewn in wrong color.
3. Wrong Logo sewn (only if sewn logo is different than the logo recorded on the E-mailed Order Verification, Customer is responsible for checking order verification for accuracy)
4. Garments that become soiled at RGR.
5. Sewn RGR Digitized Logo embroidery quality not equal to approved sew-out or within "industry standards". Judgment is sole discretion of RGR. To receive a credit for poor quality embroidery RGR must re-sew the job with exact original instructions on the exact original color and style of garments.

Please remember that RGR Embroidery is your Contract Embroiderer and that there are always other vendors involved in the successful completion of your orders. RGR WILL NOT BE ACCOUNTABLE FOR ERRORS RESULTING FROM YOUR OTHER VENDORS' INABILITIES TO PERFORM.

RGR is not at fault and will not issue credits for the following:

1. Wrong garments sewn. RGR does make an effort to check your garments received against your Purchase Order for quantity and sizes. We do our best to protect you against the errors of your garment vendors. We have saved our customers literally millions of dollars over the past few years catching other vendor errors. RGR does make an occasional mis-check of garments, however, by checking the garments RGR is in no way taking on the responsibility for your other vendor's errors. If your other vendor had not initially made the error no error would have occurred. You must hold your other vendors accountable for these errors.
2. Holes, dirt or other damage already on the garments when they arrived at RGR. We will obviously notify our customer if we discover the damage but we do not inspect the garments

for such damage.

3. RGR is not responsible for poor quality embroidery caused by digitizing from another source. RGR Strongly recommends ordering a Pre Production Sample for approval prior to using a Tape from an outside source when being sewn at RGR for the first time or on a different material as all materials sew differently.

4. RGR is not responsible for any error resulting from not following verbal instructions. ALL INSTRUCTIONS MUST BE IN WRITING.

5 RGR is not responsible for shipping related issues. We ship on behalf of you - our customer. Our standard shipping method is UPS Ground or Courier. If you have a different preferred shipping method it must be specified on each Purchase Order and will require third party billing. RGR will provide proof of shipment and once the package leaves the building all responsibility reverts to you and the shipper.

In all RGR at fault spoilage situations - please follow the following steps to receive Credit.

1. All spoiled garments must be returned to RGR. RGR will provide its UPS # for the return of the garments. No credit will be issued until RGR has receipt of the garments.

2. A copy of the vendor invoice for the spoiled items must be provided to RGR.

3. Upon receipt of the spoiled garments and the vendor invoice RGR will issue a credit memo equaling the cost of each item (Max \$40 ea) spoiled in excess of the allowable 2% and the cost of Ground Shipping only.

4. If RGR releases the garments to be sold to the buyer at a discount all proceeds from the sale must first be applied to RGR's Credit Memo amount. If full credit is issued for spoiled garments RGR reserves the right to offer the spoiled garments for sale to cover our losses.

All invoices are to be paid in full. RGR must issue a Credit Memo for any spoilage or Invoice discrepancy. All Spoilage and Invoice Discrepancies must be reported within 14 days of completion on order.