

FAQ's (Frequently Asked Questions)

Q. What is CustomInk.com?

CustomInk.com is an online service providing an easy, reliable and fun way for people to design and order custom t-shirts and more for their groups and events.

Q. What's unique about the CustomInk approach?

CustomInk provides customers with an attractive alternative to the local screen printer by offering a customer-centered, streamlined process that combines the best of online technology with accessible live help. The company uses expert artists and an electronic proofing system to ensure that customers get exactly what they want – high quality products – on time, every time. It's fun, hassle-free, and guaranteed.

Q. Is CustomInk a new company?

Started in 2000 with just a handful of people, CustomInk has since grown into a leader in the online custom retailing business, employing over 150 team members and serving tens of thousands of customers. The company has been featured in outlets such as TechTV and InStyle magazine, and most recently ranked in Internet Retailer's 2007 list of America's Top 500 Retail Web Sites based on 2006 online sales.

Q: How does CustomInk differ from its competitors?

CustomInk is proud of its 99% customer satisfaction rating and is dedicated to providing all of its customers an exceptional experience. In addition to CustomInk's unique online design capability, customers also enjoy the following benefits:

- All-inclusive pricing – no hidden charges
- Free standard shipping
- Convenient online ordering process
- Free telephone design help available 7 days a week
- 100% money-back guarantee
- Low minimum orders – 6 for screen printing | 12 for embroidery
- Quick turnaround times
- Hundreds of products to customize