

Customer / Contact Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Retailer Name (If applicable): \_\_\_\_\_

Ship to Number (If applicable): \_\_\_\_\_

Bill to Number (If applicable): \_\_\_\_\_

Art Job Number (For internal use only): \_\_\_\_\_

## PLEASE SELECT THE PRODUCTS YOU WANT TO CUSTOMIZE - CHECK ALL THAT APPLY

<u>Fitted Jersey</u>	<u>Semi-Fitted Jersey</u>	<u>Loose-Fit Tech Tee</u>	<u>Bibs &amp; Shorts</u>	<u>Jackets &amp; Vests</u>	<u>Accessories</u>
<input type="checkbox"/> Men's	<input type="checkbox"/> Men's	<input type="checkbox"/> Men's	<input type="checkbox"/> Men's Bib	<input type="checkbox"/> Men's Windshell Jacket	<input type="checkbox"/> Arm Warmer
<input type="checkbox"/> Women's	<input type="checkbox"/> Women's	<input type="checkbox"/> Women's	<input type="checkbox"/> Women's Short	<input type="checkbox"/> Men's Windshell Vest	<input type="checkbox"/> Leg Warmer
			<input type="checkbox"/> Women's Bib	<input type="checkbox"/> Women's Windshell Jacket	<input type="checkbox"/> Cycling Cap
				<input type="checkbox"/> Women's Windshell Vest	

**STEP #1 DESIGN YOUR KIT & ACCESSORIES — WE CAN HELP!**

Whether you have a finalized design from your own artist or would like us to start a design from scratch, we have you covered - at no additional charge.

Not sure where to start? Use our semi-custom design library and change colors and/or add logos to create your perfect kit.

No matter what route you choose, you will have a dedicated graphic designer to make sure your design turns out just the way you want it. If you choose to use your own artist, please make sure they review the artwork guidelines and design checklist before submitting any artwork.

*Note: Design completion can range from 1 – 2 weeks. This is highly contingent upon the client's involvement and feedback. Please let us know if you have a deadline you would like to meet.*

**STEP #2 CONTACT US & LET'S GET STARTED!**

a.) Complete this PDF or submit your custom design request online at [www.trekbikes.com/Custom-Apparel](http://www.trekbikes.com/Custom-Apparel)

b.) Attach your logos, preferred colors (from our color palette), and any photo/design ideas that you wish to use.

c.) Email to: [customapparel@trekbikes.com](mailto:customapparel@trekbikes.com) and one of our Custom Apparel Account Managers will reach out to you within 1 business day. They will answer all of your questions and help guide you through the entire process. For common questions and answers please reference the FAQ section or contact us for further assistance.

**STEP #3 PRODUCED & DELIVERED.**

Once your design is finalized and all requested items are digitally approved by you, we will send you a link to submit your order. Production time is 6 weeks after the order is submitted. Delivery takes approximately 2-3 business days after your order is shipped.

**DESIGN NOTES** (provide any specific instructions to be used on your design):

*Example: I love the Back to the Future movies, so I'd like my shop kit to be inspired by Marty McFly's costume. Red puffy vest, jeans, etc. See photo attached. I would also like my shop logo large on the chest and small on the back pocket.*

☐ I will be using a semi-custom design from your library. Theme: \_\_\_\_\_

**COLOR CHOICES** (provide any specific instructions to be used on your design):

☐ I am matching a color from another company or previous jersey.

*Note: If you are matching a color that is not a pantone, there will be an added lead time of 2-3 weeks.*

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Bill to Number (If applicable): \_\_\_\_\_  
Art Job Number (For internal use only): \_\_\_\_\_

PLEASE SELECT THE PRODUCTS YOU WANT TO ORDER - MEN’S AND WOMEN’S CANNOT BE COMBINED TO MEET 5 PIECE ORDER MINIMUM

Fitted Jersey	Semi-Fitted Jersey	Loose-Fit Tech Tee	Bibs & Shorts	Jackets & Vests	Accessories
<input type="checkbox"/> Men's	<input type="checkbox"/> Men's	<input type="checkbox"/> Men's	<input type="checkbox"/> Men's Bib	<input type="checkbox"/> Men's Windshell Jacket	<input type="checkbox"/> Arm Warmer
___ XS	___ XS	___ XS	___ XS	___ XS	___ S
___ S	___ S	___ S	___ S	___ S	___ M
___ M	___ M	___ M	___ M	___ M	___ L
___ L	___ L	___ L	___ L	___ L	___ XL
___ XL	___ XL	___ XL	___ XL	___ XL	
___ 2XL	___ 2XL	___ 2XL	___ 2XL	___ 2XL	
<input type="checkbox"/> Women's	<input type="checkbox"/> Women's	<input type="checkbox"/> Women's	<input type="checkbox"/> Women's Bib	<input type="checkbox"/> Women's Windshell Jacket	<input type="checkbox"/> Leg Warmer
___ XS	___ XS	___ XS	___ XS	___ XS	___ S
___ S	___ S	___ S	___ S	___ S	___ M
___ M	___ M	___ M	___ M	___ M	___ L
___ L	___ L	___ L	___ L	___ L	___ XL
___ XL	___ XL	___ XL	___ XL	___ XL	
___ 2XL	___ 2XL	___ 2XL	___ 2XL	___ 2XL	
			<input type="checkbox"/> Women's Short	<input type="checkbox"/> Men's Windshell Vest	<input type="checkbox"/> Cycling Cap
			___ XS	___ XS	___ OS
			___ S	___ S	
			___ M	___ M	
			___ L	___ L	
			___ XL	___ XL	
			___ 2XL	___ 2XL	
				<input type="checkbox"/> Women's Windshell Vest	
				___ XS	
				___ S	
				___ M	
				___ L	
				___ XL	
				___ 2XL	

## ORDERING

**Q: How do I submit my order?**

A: Your order process is started by submitting the Quick Start Guide.

**Q: What is the order minimum?**

A: For semi-custom designs from our library, the minimum is 5. For full-custom designs, the minimum is 25. Please contact [customapparel@trekbikes.com](mailto:customapparel@trekbikes.com) for more info.

**Q: I'm ordering for men and women. Can I order a mix of both to meet minimums?**

A: No, minimum order quantities are calculated on a product-by-product basis. For example, on an order including both a men's and women's jersey, each have a minimum of 5 pieces for semi-custom and 25 pieces for full-custom.

**Q: Can I request a sample before confirming/submitting my order?**

A: Yes, you can receive a sample of your design if you would like to review it in person before ordering. There is an additional cost for this. Also, it is not a completed garment but rather a sample of the design on fabric.

*Note: This sample takes 2-3 weeks to make and is not included in the normal 6 week production time.*

**Q: How long does it take to get my order?**

A: Production of your items will take approximately 6 weeks. From there we will ship your product from our factory to your front door. Delivery takes approximately 2-3 business days after your order is shipped.

**Q: Is a deposit required?**

A: For semi-custom designs from our library, there is no deposit required. For full-custom orders a deposit of \$100 is required, but is applied to your order once placed.

## DESIGN

**Q: Who will design my kit? Can I use my own designer/artist?**

A: You have the option of designing your own kit or you can work with one of our talented Graphic Designers who will help bring your dream kit to life.

**Q: How long does it take to receive the first design proof?**

A: For semi-custom designs from our library, the turnaround time is 3 business days. For full-custom designs, the turnaround time is approximately 2 weeks.

**Q: How many rounds of revisions can I make?**

A: Three design proofs are included with each order. Additional proofing rounds cost \$50 and will be invoiced with your order. An additional \$50 will be billed for any vector file conversion.

**Q: What kind of format should my artwork be?**

A: SVG, EPS, or AI files. These are considered vector artwork which is comprised of points, lines, and curves that are scalable without causing distortion, blurriness, or pixelation. You can convert other vector-based files e.g. EPS or AI into SVG using Adobe Illustrator or online conversion tools. Unsupported formats: .TIFF / .JPEG / .PSD / .GIF / .BMP

**Q: Where can I add my logo(s)?**

A: Please reference the artwork placement guide. We do not want to limit the ideas of our customers, but there are some areas that aren't possible for printing.

**Q: Can I use a design on multiple styles?**

A: Yes you can.

**Q: Can we have artwork crossover seams?**

A: We cannot guarantee perfect alignment across panels (Exception front zipper seam).

**Q: Can we provide live fonts with our artwork?**

A: Unfortunately, no. All fonts must be expanded/outlined before submitting.

**Q: Can graphics be sublimated on anything?**

A: Almost. Please reference the artwork placement guide to better understand where you can apply your graphics to.

**Q: Can I add Trek logos to my design?**

A: Yes. Please review the artwork placement guide as we do have restrictions on sizing and placement limitations.

**Q: How long do I have to approve my design?**

A: If proofs are dormant for more than 45 days, it is assumed you no longer wish to proceed. If a deposit was placed you also forfeit the deposit.

## COLOR

**Q: I have specific color requirement. Do you match colors or can you match my previous jersey colors?**

A: Our program offers a wide range of pre-approved colors which you can reference on our custom apparel color palette. We are also able to match Pantone (PMS) Solid coated color numbers. Since these colors can be slightly different, we will match your PMS color within a 10% margin.

*Note: If you are matching a color that is not a pantone, there will be an added lead time of 2-3 weeks.*

**Q: Will the colors on my computer match what is being printed?**

A: Not exactly. Often times there can be some differences between what is seen on-screen and what is printed on fabric. This is dependent on your computer screen's display settings. In order to ensure you are choosing the most consistent color reference, please contact us in order to match color using a Trek Custom color swatch flag.

## PRODUCTION

**Q: What is the dye sublimation process?**

A: Dye sublimation is a printing process. Artwork is transferred directly to fabric using a heat press. This permanently embeds the inks into the fibers of the fabric. This is a simple and clean process that allows for multiple colors and detailed artwork with minimal restrictions.

**Q: Why does my garment look different in person than on my computer?**

A: Often times there can be some differences between what is seen on-screen and what is printed on fabric. This is dependent on your computer screen's display settings which we do our best to account for.

**Q: Can we align artwork across seams?**

A: We cannot guarantee that artwork will line up or align across seams. The only exception is across the front zipper panel on our men's and women's road jersey.

**Q: Will artwork look the same on all sizes?**

A: Our production team grades artwork to best match the sizes requested. The standard procedure for matching artwork requires specific artwork created for each group sizes ranging from XS – M and another specific artwork that matches the sizes L – 2XL.

IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, FEEL FREE TO CONTACT US AT [customapparel@trekbikes.com](mailto:customapparel@trekbikes.com)