



# FAQ

## FREQUENTLY ASKED QUESTIONS

**DO YOU PROVIDE SAMPLES OF DESIGN REQUESTS?**

**UNFORTUNATELY, WE DO NOT OFFER SAMPLES OR MOCKUPS.**

**ARE YOU OPEN ON THE WEEKENDS?**

**NO, KYIS IS CLOSED ON SATURDAYS, SUNDAYS AND ALL MAJOR HOLIDAYS.**

**CAN I BRING IN MY OWN ITEMS?**

**FOR EMBROIDERY, YES, YOU ARE WELCOMED TO BRING IN YOUR OWN ITEMS. HOWEVER, FOR DTG PRINT REQUESTS, WE ONLY PRINT ON ITEMS THAT WE PROVIDE.**

**IS THERE A MINIMUM PURCHASE REQUIREMENT?**

**NO, THERE IS NO MINIMUM PURCHASE REQUIREMENT. ORDER AS MUCH OR AS LITTLE AS YOU'D LIKE.**

**WHAT IS YOUR ORDER TURNAROUND TIME?**

**OUR STANDARD ORDER TURNAROUND TIME IS 3-5 BUSINESS DAYS. HOWEVER, DURING OUR PEAK SEASON, OUR TURNAROUND TIME IS SUBJECT TO CHANGE. ANY CHANGES WILL BE COMMUNICATED.**