

# GRAPHIC FABRICS FAQ'S

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## What is your TAT?

1-2 Weeks, however Rush orders may be available. Please contact Nichole to set this up directly.

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## Can I add on to my existing order?

If the order was placed in the passed week and has not been marked as shipped- yes, but it may extend TAT if we are adding a lot on.

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## Will I receive a proof?

You will receive a proof within normal TAT, please make sure your email to add [info@graphicfabrics.com](mailto:info@graphicfabrics.com) to your contact list to avoid these emails going to the SPAM folder.

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## How do I order?

Check out [www.graphicfabrics.com](http://www.graphicfabrics.com) for all the available products. You can add all relevant information to the product page and add the items to your cart. If you aren't sure about what to include, you can leave a note on there about needing further assistance and Nichole will contact you about the order information to get more details about your label design.

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## If my labels are similar but different fiber contents/care instructions/location/etc. do I have to do a New Order for each of those?

If you're ordering a set of all the same design except fiber content/care instructions/location/etc. go ahead and select the quantity for the total, and then leave a note about how many of each different variation you would like the set broken down to.

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## Will my logo work?

You can upload a copy here, or email directly to [info@graphicfabrics.com](mailto:info@graphicfabrics.com) and we can let you know if we think there will be any issues printing.

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## What can I use to write on the labels?

We sell a label pen on the website, a zebra 401 ballpoint pen and heat set the ink with an iron, or you can use stamps with fabric ink. Sharpies and other felt tip or fountain tip markers and pens will bleed.

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## Can I change information on a label from a previous order?

Yes. Select the reorder option but be sure to include the changes in the notes section, and this new design will be saved as the new print file.

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## Can I change the logo on my label from a previous order?

New logos typically need to be proofed again to make sure they will print well. Select New Order when updating your logo to a new one.

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## Can I get help 1 on 1, I have too many questions?

You can email [info@graphicfabrics.com](mailto:info@graphicfabrics.com) if you are not able to find the answers you need.

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## Do you design the label or do I need to submit my own?

Label design is included with the new order charge, so you do not have to have that file already created. If you do already have it created, you can use that to upload directly onto the order.

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## If I ordered on Etsy and am going to the site, do I need to do anything special?

Nope! Treat the site the exact same, reorder for existing and new order for new labels. Be sure to include the shop name you had printed for reference in the notes section.

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## Where are these printed? Where are you located?

Graphic Fabrics is home based, printed in house, and shipped from Georgia USA.

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## Can you print in full color?

Yes, full color printed labels are digitally printed in full color, available with full color coverage, and guaranteed not to fade or wash out.

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## Can I rush my order?

PM Nichole directly to see if she has the availability.

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## Can I upgrade my shipping?

If the order has not shipped, you can email or pm Nichole to add that onto your order.

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## What do I need to be compliant?

There are specific requirements depending on what you sell, you can check out the comprehensive labeling guide here: <https://graphicfabrics.com/how-to-label-to-cpsc-compliance-regulations/>

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## How do you put fiber content on labels?

Some people that use limited fabrics will print it directly on their permanent tags, but most people will just put that on hang tags and secure it to the item after it's made so they can keep their options open for customs.

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## Does anyone use laundry symbols?

Yes, they are globally recognized and shorten tags to a single line of print. You can see more info here on using them appropriately: <https://graphicfabrics.com/how-to-read-laundry-symbols/>

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## Is the twill hard to sew?

We recommend a microtext needle to sew the twill since it is thicker than the normal tags, but have no issues getting through the layers with those.

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## Can I cut the labels?

You can trim the raw edges if you need too, but the longer seam allowance typically keeps them from fraying. If your labels are heat sealed, you will need to heat seal them again or they will fray after they're cut.