

Guidelines and Standards for J6 Brokers

Below is a helpful guide for brokers in successfully navigating the production process and understanding the specifics about what J6 Designs takes responsibility for and what the broker is responsible for.

Pre-Production

1. J6 designs does not do PRECOUNT, we only do POSTCOUNTS. We feel it is the broker's responsibility to supply the right amount of apparel. If you need a PRECOUNT on an order, please let us know; but keep in mind additional fees may apply for this request.
2. J6 Designs does not supply apparel for brokers. If there is a situation where you need help in purchasing a product, we can accommodate you but there is a surcharge of 15-20% over the cost of the apparel.
3. Embroidery samples are free ONLY for left chest designs and ONLY if the digitizing is done by either J6 Designs or Copyartwork.com. Fees may apply in all other cases.
4. Please try to have a PO filled out prior to shipping or coming by with the order. This helps us quickly identify and resolve any issues we have with your order when you are here and reduces the probability of administrative errors and inconsistencies. Of course we understand that you may need help filling out the form and we are happy to accommodate you, but please fill out as much as possible on your own.
5. When specifying thread colors, please always use Rapos numbers; and for screen printing, always specify PMS colors. A Rapos thread chart is available on our website for your convenience.

Production

6. We do have a standard turnaround time, but it is adjusted through out the year for seasonal vicissitudes in order volume. Please contact us for specific turnaround times so you are aware of any restrictions in turnaround capacity.
7. We rarely have any printing/embroidery loss. But this is a business where it is impossible to entirely rid the production process of all human or mechanical error. We reserve the right to have 2% loss on all orders. Please order accordingly, and if exact numbers must be made, order extras.

Post-Production

8. We do not call our clients once a job is completed. Once we both agree on the due date, pick up or delivery can be on or after that date/time. If you need a product earlier, call us and we will give you a status update on the order.
9. Payment is due on receipt. No terms are given to brokers, unless they are existing clients and arrangements have to be made before we start on the job. Most terms will be denied depending on the client.

Artwork/ Digitizing

10. We DO NOT have any quality control for digitizing provided by third parties unless adjustments are specifically requested by the broker. Always make sure to verify quality prior to production.
11. J6 Designs and Copyartwork.com are two entirely separate organizational entities that do not have any collaboration or formal processes of interaction. Please do not expect one to have any idea about something you may have going on with the other one.
12. If artwork/digitizing is done by copyartwork.com, please be sure to send it to us. We will not take the design from Copyartwork.com for you. This is to insure that you have the opportunity to proof the artwork before production.
13. We do not guarantee the accuracy of PMS colors. We can get very close, but there are too many variables to control for during production that might slightly affect the outcome.
14. We have no problem in releasing your embroidery file if your account is current. Please read our embroidery price list for more info. We release most files in the emb format and do not supply any file conversion. For your convenience, we have provided a link at the bottom of the Copyartwork.com home page where you can download a free version of Wilcom TruSizer. This software can be used to open the emb file and make any conversion you require.
15. We do help processing your orders and do give some advice in certain matters, but we do not help in determining aesthetic issues like colors or styling. That is an entirely subjective matter between you and your client. Feel free to ask for our opinion but please be aware that we cannot assist with small details. Unfortunately, there may be cases where we would be forced to charge retail pricing when there is extensive consulting and advice requested in the ordering and production process. We are more than happy to accommodate customers that may need more help, but additional costs may be incurred for this additional service.

Misc.

16. We have Free PO booklets available at our office which you are welcome to take. We also 2 version of Rapos Thread Charts: a free paper color copy and an actual thread chart. The actual thread chart is hard to get; it would be far more expedient for you to call Rapos at (213) 742-0501, open an account, and have them send you a free thread chart.

17. You can go to our download section at the J6 designs website and download "Spool Inventory." This spread sheet shows the colors we have in stock; we update this list 2-3 times a year and add colors on occasion.