

## Frequently Asked Questions

If we haven't answered your question below, please feel free to [contact us](#).

### Why don't you have an online catalog?

The Augusta Group represents over 1,000 companies, all of which have catalogs. It would be difficult to consolidate all these catalogs into one, and keep them current. Instead, we pride ourselves on knowing these products, learning about new items, and passing this quality and expertise onto you.

Feel free to browse some of the products we offer through our website. We offer five unique approaches for you to search for the perfect product: 1. If you want to see a variety of product options, visit our [search page](#), which features over 750,000 products across the industry; 2. Search for items with [Special Pricing](#), which is organized alphabetically or by category; 3. If you have a particular catalog collection or brand in mind, feel free to [search by catalog](#), again organized alphabetically or by category; 4. If you prefer to shop from the [TOP TEN](#) Categories, organized by brand; and finally you can shop through our [Featured Product Offerings](#).

### How do I place an order?

If you are ready to place an order you can visit our [search](#) page to search through a wide variety of items, and place an order online. Just follow the instructions to locate a specific item and proceed to place an order on-line through our secure shopping service. Be assured that nothing will be finalized until we contact you to verify the order.

However, you may prefer to give us a [call or send an email](#) to place an order or for any inquiries. We would be happy to walk you through all the information needed to price and place a custom logo order. Give us a call today!

### How fast will I get my order?

The time it takes to fulfill an order depends on a few key factors. A new logo will usually result in delivery within 15-20 days, but in many cases, can be done even quicker. A majority of our vendors also offer expedited service at an additional cost.

The delivery time for re-order is much less. If you need an order by a certain date, let us know, and we will quickly tell you if it is possible. If we say it will be there, it will be there!

We know how important timely delivery is to our clients and look forward to working with you to meet your marketing and promotional product needs.

### What is "camera-ready" art?

Most vendors require vector art. If your art is not in that format, we will have our art department create it for a minimal fee. Until we see your logo we cannot determine what art charges, if any may be required. Our job is to take whatever you have and give you what you want.

When available we prefer Vector Art in Adobe Illustrator files in an eps, TIFF or PDF format plus your specific PMS colors.

### What makes one logo cost more than another?

The cost of each process differs. Embroidery is based on size (the number of stitches in any particular logo). Screen-printing is based on the number of different colors in a logo. Each process has set-up or art or digitization charges associated with the initial setup.

While our competitors may skimp on the number of stitches or the number of colors used to save money, the result will be a cheap looking logo--not the quality product you deserve. We will help you select the most effective decoration process that will satisfy your goals.

### Why are there so many different minimums?

Different vendors set different minimums based on the cost of the product and the type of decorating being offered. Minimums are set basically to allow for the most efficient imprinting or decorating operation and therefore the lowest possible cost.