

Custom Branded Gifts – Frequently Asked Questions

1. What are custom branded gifts?

Custom branded gifts are everyday items such as pens, mugs, notebooks, USBs, bags, bottles, and more that are printed or engraved with your company's logo, slogan, or design — perfect for corporate gifts, events, and promotions.

2. What types of gifts can you brand?

We can brand a wide variety of items, including:

- Mugs & drinkware
 - Pens & stationery
 - USB drives
 - Notebooks & folders
 - T-shirts, caps & bags
 - Tech gadgets
 - Keyrings
 - Gift sets & hampers
- If you have a specific item in mind, feel free to ask!

3. What branding methods do you use?

Depending on the item, we use the most suitable method:

- **Screen printing**
- **Pad printing**
- **Laser engraving**
- **Heat transfer**
- **Embroidery**
- **Sublimation**
- **Vinyl decals**

We'll advise the best method based on your item and logo.

4. Is there a minimum order quantity (MOQ)?

Yes, minimum quantities vary depending on the item. Most products have a minimum of **10 to 50 units**, but some can be branded in smaller quantities. We'll confirm MOQs when quoting.

5. Can I supply my own items for branding?

In some cases, yes — but it depends on the item type and branding method. We'll need to inspect the product first to confirm suitability and risks.

6. What file types do I need to supply?

We prefer **vector files** for branding:

- AI
 - PDF (with fonts outlined)
 - EPS or SVG
- High-resolution PNGs may work for certain methods like sublimation or transfer, but vector is always best for clean, sharp results.

7. Can you help me with the design or layout?

Yes, we offer layout and design services if you need assistance positioning your logo or creating the artwork. Design work is quoted separately if extensive.

8. Do you charge a setup fee?

Yes. A setup fee covers the preparation of your logo for printing or engraving, especially when screens, plates, or templates are required. This is typically a once-off charge per product/design.

9. Can I see a sample before placing a full order?

Yes, we can provide a digital proof or in some cases a physical sample before full production. **Physical samples may incur additional costs** depending on the item and branding method.

10. How long does it take to complete an order?

Lead times vary depending on the product and quantity. On average, production takes **5–10 working days** after artwork approval and payment. We'll confirm lead times when quoting.

11. Do you deliver?

Yes, we offer delivery locally and nationwide via courier. Delivery costs will be confirmed with your order.

12. Do I need to pay in full before production?

Yes. As all branded items are customized specifically for your business, **full payment is required upfront** before we begin production.

13. Can I reorder items in future?

Absolutely. We keep your branding files and job specs on record. As long as there are no changes, reorders are fast and may not require another setup fee.

14. Can I mix different items in one order?

Yes, you can combine different items in one order, but each product may have its own MOQ, setup, and lead time. We'll advise on how to combine efficiently.