



# NATCA Store FAQs

<https://store.natca.org/faqs>

## **1. What are my options if I don't wish to order online?**

By Phone – Call toll free at 800-266-0895 between the hours of 9AM-4PM EST Monday to Friday. Please ensure to have your credit card information ready when you call.

Square – An invoice will be sent from [messenger@messaging.squareup.com](mailto:messenger@messaging.squareup.com). From there you can make payments directly through the secured portal.

## **2. What payment methods are accepted?**

Cash, check and all major credit cards are accepted. Google and Apple Pay are optional.

Checks are made payable to NATCA. Do not mail in cash unless you are paying in person.

Orders placed outside the NATCA Store website will be billed to you and payments can be made through Square's secured payment portal.

## **3. How are orders shipped?**

Orders normally ship via USPS Ground Advantage (5-7 days) or USPS Priority Mail (2-5 days). Expedite service is available upon request – additional shipping fees will apply. \*Order timeframe depends on weather conditions\*

## **4. Do you ship to Alaska, Hawaii, Puerto Rico, Guam, and US Virgin Islands?**

Yes we do. However, only UPS 2nd/ Next-Day Air and USPS deliver to Alaska, Hawaii, Puerto Rico, Guam, US Virgin Islands and other non-continental US addresses. UPS Ground does NOT apply to these destinations.

## **5. Do you ship to international addresses?**

Currently we do not. We only ship orders to the 50 states and other U.S. territories.

## **6. What is the cost of embroidery?**

For most apparel, it is included in the price. Special embroidery like adding initials on a shirt sleeve will be an additional charge.

## **7. What is the total delivery time for my order?**

The total delivery time for your order is the period of time from when the order is placed until the time you receive it. Stock items normally take 3-7 business days. All other items take 3-4 weeks to deliver\*.

*\* Our suppliers and manufacturers are assisting in the shipping of our apparel orders, so there may be a slight delay in the delivery.*

## **8. How can I track my package?**

You will receive an e-mail confirmation with a tracking number after your package is shipped. From there you can track the package and get an estimated delivery. Please ensure you provide a valid e-mail address during your order.

## **9. I found a defect in one of the items I ordered. How do we rectify this?**

NATCA stands behind the products it sells and advertises. Please refer to the "Returns & Exchanges" located at [store.natca.org](http://store.natca.org). Or you can contact us toll-free at 800-266-0895 between the hours of 9AM-4PM EST Monday to Friday or email [store@natca.org](mailto:store@natca.org) with questions or concerns.

## **10. How do I redeem an eGift certificate?**

Congratulations on receiving a coupon code! Redeeming digital gift cards is easy: Simply type in the code you received in our email to you in the "Coupon" box when you are check out. The coupon amount will be redeemed first. If the amount of your coupon does not completely cover your purchase, your default credit card will be charged for the remaining balance.

## **11. Can I arrange for a promotional code for my facility?**

You certainly can! Click [Contact Us](#) on the store site or call us at 800.266.0895 for assistance. We assign a discount code on select products or the entire merchandise for your facility. Upon check out, customers must provide the assigned code under the "COUPON" box, then APPLY COUPON and the discount will be applied to the merchandise total. If the coupon code is not entered or is entered incorrectly, the order will default to the normal price.

## **12. My local has designed a logo that they'd like to include in the shirt embroidery options. How can we make the logo available to the members?**

To use the NATCA logo or name in a different font or format, prior approval from the National Office is required. All items bearing the NATCA name or logo must be union-made or, at a minimum, American-made. Facility representatives must submit their designs to their [Regional Vice President](#) for approval. Upon approval, a JPEG file, or a vector file such as an ai. or svg. can be emailed to [store@natca.org](mailto:store@natca.org) or call 800-266-0895 for assistance.

(Continued) To get custom embroidery from NATCA, the initial process involves digitizing the design and a \$50 setup fee, which includes a stitch-out. If the design is approved by the National Office, and there are no copyright or trademark issues, it will be uploaded to [store.natca.org](http://store.natca.org) along with other available logos. A \$25 vendor inconvenience fee applies if you decide not to proceed after the stitch-out has been completed.

Depending on the complexity of the logo and the embroiderer's recommendation based on the file size given, we also offer other services like vectorizing an image. This process converts a pixel-based image (like a JPG or PNG), into a vector format (like SVG or EPS). Vector graphics give a more professional, polished look and can be scaled to any resolution without getting blurry. The cost of this service is \$25 which is optional.

**13. We would like to change the name (or color scheme) of the existing logo. How can we get that added or replaced in the NATCA Store?**

Changes to the name (using existing font) or color scheme can be made for a \$25 fee per logo. Pricing may vary based on the complexity of the logo.

**14. My local currently does not have a logo. How can we get one designed and added to the store site?**

Facility representatives please send in your concept or thoughts to [store@natca.org](mailto:store@natca.org). Our embroiderer will create the logo from scratch. You then submit the final logo to your RVP or NATCA Store will submit the design to the National Office for approval on your behalf. Depending on the complexity of the design, there is an artwork fee of \$75 and this includes two revisions. Additional revisions will be billed at \$50 per hour. Once the logo is approved, the next step is the embroidery (note the \$50 embroidery set up charge). Assuming there are no trademark infringements and that there are no copyright problems, we will include it in the current list of available logos at [store.natca.org](http://store.natca.org). All items bearing the NATCA name or logo shall be union made or, at a minimum, American made.

**15. What is the process of setting up a design on t-shirts?**

T-shirt designs are silk-screened, and the charge is \$20 per color, depending on the design. If you plan to have the design on a variety of t-shirt background colors or if your logo has more than one color, the charge is per screen/layer per color. If you need assistance adding text or graphic to the existing design, note there is a \$50 artwork fee for the revision.

Advanced National Office approval is required for the use of the NATCA name or logo in another font or format. You may submit your design to your RVP for approval or NATCA Store can submit the final design to the National Office on your behalf.

You can also order t-shirts at NATCA Store but at a 24-piece minimum. Once we have an idea on the t-shirt colors, size and quantity, we will provide full pricing later. All items bearing the NATCA name or logo shall be union made or, at a minimum, American made.

**16. What type of file can we send for our custom logo?**

Our union embroiderer prefers vector graphics like .eps or .svg but jpeg file format will do. Be advised vector graphics designs won't be exactly the way it is received. It would be very pixelated, and our embroiderer won't be able to use the file for reference. It's like attempting to duplicate an excel spreadsheet onto a word doc. What can be done is to duplicate it to the best way possible. If you have a preference on the color of the design, please provide the PMS color #'s before they can print, otherwise they will match the colors as best as they can. The more detailed the description, we can keep the revisions to a minimum. We also take images from drawings, and we will redraw the best way in what is envisioned. There might be a redrawn fee, but it is negotiable.

**17. I have an idea for a product that I think would sell. What should I do?**

Contact Customer Service at [store@natca.org](mailto:store@natca.org) or call 800-266-0895. If your idea is feasible and if it is USA Made, we will consider adding it to our current store selection. It is as simple as that!!

**18. What are the guidelines on the use of the NATCA logo?**

You will need your issued username and password to access the site. This will provide a complete guide concerning rules and regulations involving the NATCA logo and its use. One thing is absolute: our logo cannot be printed or re-produced on materials that are not manufactured in the USA.