



NATCA Store Frequently Asked Questions

Order Options and Payment Options

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 invoicing@messaging.squareup.com. From there you can make payments directly through the secured portal. Orders placed outside the Store website will be billed to you and payments can be made through Square's secured payment portal.

For a faster experience, we prefer contactless payments. We accept all major credit cards and digital wallets such as Apple Pay and Google Pay. Checks are made payable to NATCA.

Shipping and Delivery Time

Orders normally ship via USPS Ground Advantage (5-7 days) or USPS Priority Mail (2-5 days). Expedite service is available upon request and additional shipping fees will apply.

Order timeframe depends on weather conditions

However, USPS delivers to Alaska, Hawaii, Puerto Rico, Guam, US Virgin Islands and other non-continental US addresses.

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.

The total delivery time for stock items is normally 3-7 business days whereas apparel items take 3-4 weeks to deliver. *Do note that during the holiday season there may be a slight delay in the delivery time.*

Embroidery and Logo Addition

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 National Office approval. Upon approval, a JPEG file, or a vector file such as an ai. or svg. can be emailed to store@natca.org or call 800-266-0895 for assistance.

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 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 gives 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.

Any changes to the name or color scheme can be made for a \$25 fee on the existing design. Pricing may vary based on the complexity of the logo.

Pricing is included in the items that are embroidered unless embroidering initials of a shirt sleeve is an additional charge.

What format does the logo need to be sent in?

Our union embroiderer prefers vector graphics like .eps or .svg but jpeg file format will do. Be advised that 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 is like attempting to duplicate an excel spreadsheet on to a word doc. What can be done is to duplicate it in 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.

What if my facility wants to add a logo to the site?

Facility Representatives please send in your concept or thoughts to 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 them in the current list of available logos at store.natca.org. All items bearing the NATCA name or logo shall be union made or, at a minimum, American made.

Coupons and E-Gift Cards

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.

Click [Contact Us](#) or call us toll free 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.

Bulk Orders

T-shirt designs are heat pressed, and the charge per color depends 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 color. If you need assistance adding text or graphics 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.

You can also order T-shirts at NATCA store at a 48-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.

Defective and Damaged Orders

NATCA stands behind the products it sells and advertises. Please refer to the “Returns & Exchanges” located at 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 with questions or concerns.

For damaged USPS shipments, it is essential to file a claim on the USPS website within 15 days of receiving your order. Retain the original packing and damaged items, as they may be needed for inspection. Providing detailed photos of the damaged, packaging, and a tracking number is crucial to avoid claim denial. For assistance, email store@natca.org.

Use of Logo and Feedback

Click [here](#) for more information. 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.

Contact Customer Service at 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!!