

Frequently Asked Questions

How long does it take to print Digitex-rubber transfers?

This all depends on the size of your order and complexity of the cut but generally if we are just supplying the Digitex-rubber transfers to you then we can have them to you in a day or two.

Do you offer an application service?

Yes, if you don't have a heat press we can apply the transfers in house on the garments you supply or own for a small application fee.

Can your transfers be removed?

Yes, only on certain garments but it is not an easy process. But in saying that you see the positive side of the logo through the clear transfer so placing them up the right way and in the correct spot is very easy.

Do you have a minimum quantity for orders?

No, that's the beauty of Digitex-rubber transfers as you can order one if you like.

What colours are available?

As we use CMYK inks we can print nearly any pantone colour available. We also have standard mono stock colours, reflective silver, metallic gold and silver. See colour chart.

Can I use my own fonts or do I have to have the standard fonts available?

Yes, you can use your own fonts; see Artwork requirements on changing them to outlines so we are able to use them.

Do you have commercial heat presses for sale?

Yes, I have access to a couple reputable suppliers who have a great range of heat presses available depending on your needs. Prices start from as little as \$800.00.

Do you supply T-shirts?

Yes, we have a wide range of the highest quality T-shirts, Polo's, Workwear, Hats, Jackets and Promotional products to choose from. See our links to suppliers

Do you have issues with fabric colours bleeding/migrating into the white print?

No, with Digitex-rubber transfers there is no colour from the garment bleaching into the print if applied correctly.

Artwork, Technical and File Format FAQ

Why do I have to supply PMS colours with my artwork?

PMS is a colour that is specified in the Pantone Matching System. This system provides a standard for describing printed colours using specific inks, and therefore results in the best colour replication for your artwork.

Is the process separation the same as colour separation?

Yes. This is a process of separating a colour image into primary colour components for printing – generally CMYK. Also used to refer to the four pieces of film that result from the process of separating a colour image.

Why can't I use your JPEG/Gif images?

The JPEG/GIF images are normally set at a resolution of 72dpi, ideal to view electronically but we require a minimum of 300dpi to ensure quality is maintained.

What is a PDF document?

A PDF (Portable Document Format) is used by Adobe Acrobat. Adobe's electronic publishing software for windows, Mac OS, UNIX and DOS. You can view and print PDF files using the Acrobat software. PDF files can represent both vector and bitmap graphics.

What is CMYK?

A print process that uses four colours – cyan(C), magenta (M), yellow(Y) and black (K) to produce all other colour ranges. CMYK is used in most commercial printing

What is RGB?

An additive colour model in which three primary colours of light (red, green and blue) are combined in varying intensities to produce all other colours. Monitors, scanners and the human eye use RGB to process or detect colour.

What is spot colour?

A colour that is produced using a single ink. Spot colour swatch books and inks are provided by companies such as Pantone.

What is DPI?

Dots per inch. A measure of the resolution of a display or output device.

What is resolution?

In bitmaps, a measure of the size of pixels or dots that compose a bitmap.

What is PostScript?

A programming language used to describe text, shapes and bitmaps of each page of publication. PostScript can be used to transfer a print job from a desktop computer to a printing device such as an image setter.

What is PPI?

Pixels Per Inch. A measure of scanning resolution and the resolution bitmap.

What is a Bitmap (BMP)?

An image composed of a rectangular grid of squares called pixels (picture elements). Each pixel contains information that describes whether it is black, white or has a colour value. When working with bitmaps images, you edit pixels rather than objects or shapes. A bitmap image is resolution independent – that is it contains a fixed number of pixels to represent its data. As a result, a bitmap image can lose detail and appear jagged if viewed at a high magnification on-screen or printed at too low resolution. BMP is standard Windows image format.

What is Vector Graphics?

Drawing programs such as adobe Illustrator create vector graphics. These are made of lines and curves defined by mathematical objects called vectors. Vectors describe graphics according to their geometric characteristics. A Vector graphic is resolution-independent – that is, it can be scaled to any size and printed on any output device at any resolution without losing its detail or clarity.

What is an EPS?

Encapsulated Post Script. A file format that supports both PC and MAC images. EPS files are platform independent. EPS format is used to transfer Postscript language artwork between different programs.

What is the difference between a GIF and a JPEG?

A GIF (graphic interchange format) is a bitmap file format commonly used to display indexed-colour graphics and images in HTML documents over the web and other online services. GIF is designed to minimize file size and electronic transfer time. A JPEG (joint photographic Experts Group) is commonly used to display photographic and scanned images via email. JPEG retains all colour information in a bitmap image but compresses file size by selectively discarding data. The JPEG format supports CMYK, RGB and grayscale colour modes. A higher level of compression results in lower image quality and a lower level of compression results in better image quality.

What is a TIFF image?

A bitmap file format that was specifically developed for page layout applications and is supported by all image editing applications. The TIFF format supports RGB, CMYK, grayscale and bitmap (black & white) files.

What if I don't have an electronic copy of my artwork?

The best way to get a hard copy artwork into electronic format is to use a scanner – a device used to create a bitmapped image of art. Scanners are also good for art that cannot be created on the computer, such as photographic prints, transparencies or slides. Once we have your scanned image we may have to redraw it (created vector file) to be able to produce a quality print. If these alterations are required, an art fee may be incurred. We will discuss and disclose all fees before going ahead with any work.