



makesy

custom vessels faq.

how much is shipping?

You will qualify for free shipping if you are within the US, if you are outside of the US, shipping will be calculated when your order is placed. *Freight rate is subject to change.

what is the minimum order quantity (MOQ)?

The MOQ is 504 units per color style.

how many vessels come per master carton?

Vessels are packed into cases of 24 units each.

does my vessel come with a lid?

Our 8oz aura comes with a lid! When you select the vessel color, we will customize the lid to match! For our 12oz aura, all lid options are still available to be customized through our website!

how will my order ship to me?

Your order will ship on a pallet via one of our freight carriers.

what are the finishes I can select from?

Matte, Glossy, Translucent, Iridescent, and Lustrous (metallic finish).

can I choose my own color?

Yes! We only accept coated pantone colors. To find your dream vessel color, please take a look at coated pantones [here](#).

For **screenprint**, please specify with a specific coated pantone color. We also offer metallic screen print in gold, copper, and gunmetal!

For **decal**, we can do coated pantone colors or CMYK. We also offer metallic decal in gold, copper, and gunmetal!

what type of art files do you accept?

We accept AI or EPS file type. If it's a PSD file, resolution should be 300dpi or higher.





what type and size of artwork can I add to my vessel?

screenprint is 1 color with 1 location (must be pantone color and starting at \$0.20/unit)

small: 1"x1"

medium: 2"x2"

large 2.95" wide x 3.35" tall (12oz vessel only)

large 2.55" wide x 2.95" tall (8oz vessel only)

decals for logos up to 4 colors in 1 location (starting at \$0.30/unit)

small: 1"x1"

medium: 2"x2"

large 2.95" wide x 3.35" tall (12oz vessel only)

large 2.55" wide x 2.95" tall (8oz vessel only)

laser etching with 1 location (starting at \$0.50/unit)

small: 1"x1"

medium: 2"x2"

large 2.55" wide x 2.95" tall (8oz vessel only)

large 2.95" wide x 3.35" tall (12oz vessel only)

Please note we tried to cover the majority of options with this pricing. There will always be exceptions with art limitations.

will I approve the product before production?

Yes! We will send you a physical sample for your approval. Please note that the program accounts for 1 round of samples, Additional rounds of samples will be at an added cost.

how long is the estimated lead timeline?

Processing begins once you have approved your order details and placed an order with our customer support team. Estimated lead time can be anywhere from 3-4 weeks for the sample and an additional 8-10 weeks for your order to ship to you.

Please note that timing does not account for overseas holidays. Orders placed between November - January are subject to delays due to Chinese New Year.

what if I want to make a change once I review the sample?

Please work with our customer support team on this modification to your order. Modifications may cause timeline delays and price changes depending on new requests and whether a second physical sample is required.

why does it take 6 months?

This is a custom product, made by you for you! This process takes time.

