

## Frequently Asked Questions

Why can't I buy promotional items online?

We want to be able to get the absolute best price possible for our clients. So, each order is handled on an individual basis. That is, rather than set our prices and charge you blindly, we prefer to contact our trusted suppliers prior to each order to secure the best pricing available. Do we make money? Usually, but you can be sure we are charging a fair price. See our [guarantee](#) for more on this subject.

I found a better price than you quoted me.

If you are able to show us the published price of a promotional product with matching quantities and options, we will match it.

I already have a web designer, can I just host my site with you?

Sorry, no. We only host to clients that choose us for web design or redesign needs.

I already have a site and a host. Can I switch to you?

Yes. Contact us [here](#), or call us at 651-325-7129 so we can help get the transition process rolling.

What are your business hours?

8 am - 5pm Weekdays

I just wanna order some shirts/mugs/pens etc.

We try to reserve our best pricing for loyal clients but will work with anyone looking for quality promotional items at a price. If you have an event, or sports league you are looking to outfit, why not give Dala a try? We have a talented and knowledgeable group of artists that are experienced with event promotion and have keen eye for sports outfitting.

Do you really have a "design team"?

Yes. In-house? No. The founder of Dala has been in the Advertising and Design industry for 17 years. Over that time, he has trained and worked with countless artists and consultants and has key connections in the promotional products industry. We try to do most of our work in-house but will occasionally take advantage of the relationships we've forged over the years.

What does Dala stand for?

A Dalecarlian horse (Swedish: Dalahäst) is a traditional wooden statuette of a horse originating in the Swedish province of Dalarna. In the older days the dala horse was mostly a toy for children, but nowadays it is used as a symbol for Dalarna or sometimes the whole of Sweden.

Scandia, (where we are located), was founded by Swedish settlers, and the founder of Dala Ad Agency is Scandinavian. Scandia is about 9 miles due east of Forest Lake, MN.

Read more about the Dala horse [here](#).