413 Strengthgear

Customer Contact Information:

Company Name: _____ Contact Name: _____

Phone: _____ Email Address: _____

Billing Address (associated with credit card):

Billing Address: _____

City_____ State_____ Zip_____

Ship to Address: (must be a physical address, not a PO Box)

Shipping Address: _____

City_____ State_____ Zip_____

Are you required to pay sales tax? ___Yes ___ No

If not, please attach a copy of your Sales Tax Exemption Certificate AND/OR your Resale Permit along with this form. All orders that do not have this form on file will be taxed.

How would you like to receive your invoices?

Mail____ E-Mail ____ Accounting's E-Mail for Invoicing: _____

Credit Card Information (to be kept on file):

Card Number: _____

Name on Card: _____ Exp. Date:_____

Billing Zip Code; _____ Security Code: _____

Card Authorized Signature: _____

Payment Terms - Please choose from the options below:

____Credit Card upon shipment (3% processing fee applies – new customers may be required to pay by credit card)

____Company check payable upon receipt of invoice (Payments not received within 15 business days will incur a 1.5% monthly late fee) ($35 fee on all returned checks)

- We accept company check, cashier's check, Visa, Master Card, Discover, and American Express.
- A new customer's first order may require credit card pre-payment upon order approval.
- Orders over $5,000 or overseas manufactured custom orders will require a deposit of 50% down upon order approval

How did you hear about us? (Please check)

___Website

___Catalog mailing

___Eblast

___Referred by: _____

___Conference: _____

___Other: _____

Use of Organization's Name and Logo

Customer agrees to allow 413 the right to use and display the Organizations Name/Logo in 413's advertising, marketing, promotional, printed materials, samples, social media and website. ___ Yes ___ No

Camp Establish date

Establish date: _____

FAQs

Is there a minimum order quantity?

Our minimum order quantity for screen-printed apparel is 48 pieces and 24 pieces for embroidery.

How does pricing work?

When it comes to pricing, there are three things that determine the cost.

1. Total quantity of items in the order
2. Garment style/brand
3. Number of ink colors used and number of print locations

Pro Tip: If you're looking to save money, limiting your ink colors, increasing your order quantity, or selecting a different garment style may lower your cost.

All orders are custom quoted for pricing due to the variables listed above.

Can you help me find products that are not shown in your catalog or the website at 413sga.com?

We would be happy to help you find alternative styles or products. Email your rep. directly OR email info@413sga.com

Can I order a blank sample?

Blank samples may be ordered on most apparel items. Fees and shipping charges will apply on all sample orders. A refund or returns for samples are not available.

Can I order multiple shirt colors?

Yes, as long as your design remains the same on each shirt color, you are more than welcome to order more than one color.

Can I order multiple shirt styles?

Yes, you can mix shirt styles within the same order, however, we will advise if the chosen design will fit and display correctly on each chosen garment style.

Can I print or copy trademarked designs?

We cannot print trademarked designs or exact copy designs. Customers are responsible for the originality of their design. 413 will not be held liable for unknowingly printing trademarked designs. All art create by 413 is the sole property and copyright of 413. 413 Strengthgear is not liable for infringement of copyright laws on customer design requests.

Will I receive an Art Proof?

Yes, we provide art proofs for all projects. Art needs to be approved before moving into production. Typically, you should expect to receive an art proof within 1-2 business days.

413 will email a link for all art proofs; you can approve it, or you may submit any changes by clicking the link to "decline" the proof and enter your art change information. Any changes to an art proof must be made through the emailed link; we do not take approvals via phone or email to reduce errors and/or confusion. Changes to art proofs will be added to our art schedule.

- Excessive art proof fee of $10 per additional art proof requested after 3 proof revisions have been requested by the client will apply.
- If you would like a different ink color for part of your order, we can do that. The Ink Change fee is $15.00 per color.
- Art files that have not been ordered within two years will be removed from our system.
- Custom artwork is $65.00 an hour for orders of printed apparel under 48 pieces.
- Custom is design work that is not based on our designs.
- Orders consisting of adult AND youth sizes are considered two separate orders due to the need for separate print screen sizes.

Will I receive a sales order?
Yes, we provide sales orders for all projects. Sales orders need to be approved before moving the order into production. You will receive the sales order for approval **after** the art proof has been approved. Once the sales order and art proof have been approved and the order has been submitted into production, no further changes can be made. Any additions to the order must be submitted as a new order, which is not subject to the same pricing. Sales orders are a legal contract and cannot be canceled once approved and moved into production.

Will I receive an invoice?
Yes, an invoice will be sent upon order shipment. Order tracking will be included in the notes section of the invoice. Please pay from the invoice.

Starting a Project & Shipping Charges

Working with a team
We believe in providing excellent customer service, and that requires teamwork. Each account is assigned a team that consists of; an account executive, order processor, and a graphic designer. The account executive is your point of contact and will help you find the product and design that best fits your need. The graphic designer works with you to create your design and will send you the art proofs for your project. The order processor will be in touch with you regarding pricing, sales order approval, and any communication regarding the production of your order.

Production & Shipping
Normal production time for printed apparel is 12-14 business days after both the art proof and the sales order have been approved. Shipping time is not considered in production time. All orders are shipped directly to the client, pickup orders are not allowed. Order approvals received after 2:00pm CST will be processed the following business day. Orders requiring production time of 5 business days or less after all approvals will be considered a Rush Order and will be subject to a **Rush Fee**. Rush orders must be approved before the project is started. UPS shipping charges will be applied to the order, a tracking number is included. Shipping time is not considered in the production time.

- We accept orders by email. To eliminate errors, we are not able to accept order quantities by phone.
- Please submit, by email, all projects using our project order forms which may be found on our website at 413sga.com or from your sales rep. Include the desired in-hands date, sizes, and quantities when placing an order. Projects without complete information may cause delays in receiving an art proof.
- All projects will be entered into art for proof scheduling based upon time of receipt.
- Changes to art proofs after the art and sales order have been approved, but before they have been submitted for production, will result in an order change fee of $10 per order change. Example: the art proof and sales order have been approved for processing. A change to the art is now desired resulting in a revision to the original art proof. This will result in a $10 order change fee.
- Additions to any order already approved and in production will be considered a “new order”.

Standard Production Orders with FREE shipping
All apparel orders of 48 pieces or more (specialty items and headwear are excluded) with standard production time of 12-14 business days will be shipped free via UPS ground and every order will receive a tracking number. For orders of less than 48 pieces, UPS ground charges will apply. Shipping time is not considered in the production time.

Shipping
Apparel orders are shipped UPS ground unless expedited shipping is requested. Shipping charges will apply for all expedited shipping. Standard shipping can take between 1-5 business days. You will be provided a tracking number for your convenience. Please note that the tracking is listed on the “Notes” section of your invoice once the order has shipped.

Disclaimers

Spoilage

Occasional spoilage may occur in the decoration process. 413 allows for 2% or a minimum of one piece per order, whichever is greater. Included in spoilage are: misprints and/or garments received from the mill with holes or dye stain defects**. If exact quantities are needed we recommend that extra quantities be included in the order to cover possible print spoilage.** Any shortages that occur within the allowed percentage will not be replaced. Orders will be invoiced for the quantities that are received.

Claims

All orders will include an approved art proof and sales order from the client. 413 Strengthgear must be notified within 5 business days from receipt of order, of any damaged or incorrectly received merchandise. The client cannot refuse the order without payment without completing the following claims procedure.

413 has the right to redo or correct the order if it has been approved by our claims department. To submit a claim, email with the following: 1) Pictures of the damaged product 2) Written explanation of damages, product descriptions, sizes, colors, and quantities 3) Retain the original packaging product was received in

Allow 7-10 days for the claim to processed. 413 Strengthgear will not be responsible for non-delivery, delay, loss, or damage during shipment. All merchandise is shipped FOB origin. No exchanges or returns will be accepted on printed merchandise without prior approval.

Color variance

Fabric and ink colors may vary slightly in color from garment to garment. Computer monitors vary and do not provide accurate garment or ink colors. Design imprints color can also vary from garment to garment due to different brands, sizes, and placement. PMS colors will print lighter on dark shirts when an underlay is used. Color variance of up to one shade is allowed.

I have read and accept the above terms of service:

Name _____ Date_____