

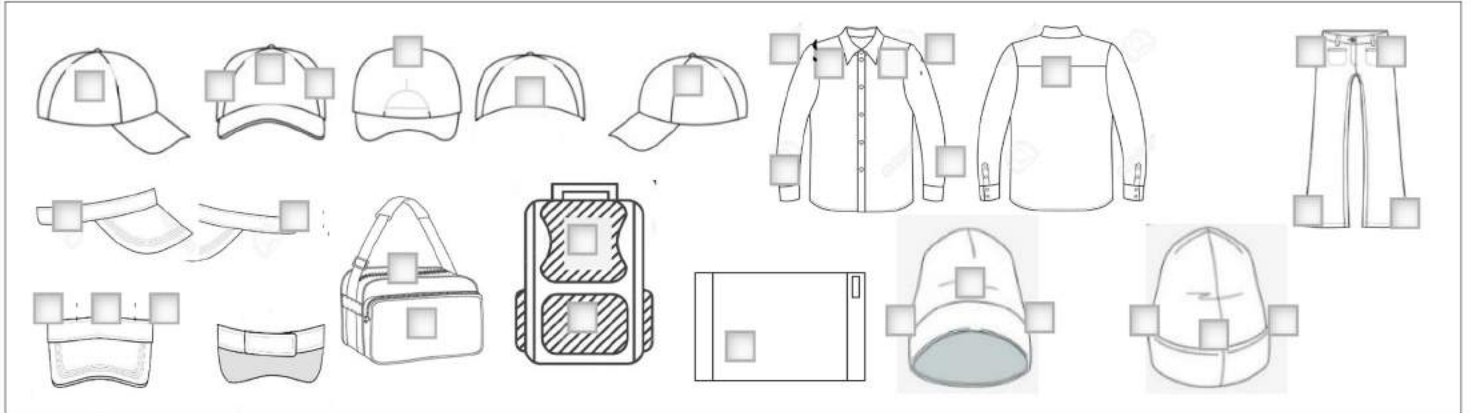
Customized Products



Premco's customization program for Smartwool, The North Face, Eagle Creek and Jansport products.



Decoration Placement



GENERAL

Q: What documents are required to place a customized order?

1. Purchase Order Form
2. Artwork File (High resolution pdf, ai., esp.)
3. Logo placement (only applies to embroidery, see pg. 2 for placement options)

Q: What is your return policy?

A: All customized items are final sale

Q: Is there a minimum quantity?

A: Embroidery: There is a 50 unit minimum

Socks: There is a 51 unit minimum

* *Socks must be ordered in case pack quantities of 3*

Q: What is the set-up fee?

A: Embroidery: There is a \$55 set-up fee per logo

Socks: There is a \$45 set-up fee per logo

DECORATION

Q: What is the lead time?

A: Embroidery: 7 business days after payment, proof approval and stock has arrived at decoration facility

Socks: 7 business days after payment, proof approval and stock has arrived at decoration facility

Q: Proof approval process?

A: Embroidery: Once the logo has been received, you should expect to have a proof within 4-7 business days

Socks: Once the logo has been received, you should expect to have a proof within 2-3 business days

Q: Do you have color matching capabilities?

A: Yes, we have PMS color matching capabilities for embroidery

ACCOUNT SETUP, INVOICING, PAYMENT

Q: Do I need to pre-pay for my order?

A: Yes, all custom orders must be pre-paid in full before production begins

Q: Sales Tax?

A: Sales tax applies to all orders shipping to: CA, CO, MA & TX unless you have a valid resale tax certificate in these states

Q: Can you ship on a 3rd party freight account?

A: Yes, FOB Denver