

TRADEMARKS



EMBROIDERY & SCREEN PRINTING

SPECIAL PRICING AGREEMENT FOR FLAGSHIP COMPANIES

PRICING – Refer to the attached 2010 NET Embroidery Contract Pricing Sheet. All Flagship companies and their representatives will receive next column pricing on all orders 12 pieces and larger. Please keep this information confidential since this is our LOWEST pricing and not offered to all our other customers.

INCOMING/OUTGOING ORDERS – When we receive your purchase order, we input your order into our system within 24 hours of receipt. Once entered, you will receive an emailed PDF order confirmation so you can check and verify that your order is correct in our system. It will contain all pertinent information to allow you to do this. When your order is completed and shipped, whether by UPS, FedEx, or Delivery Service, we will email you tracking information so that you can follow your shipments. If an order is to be picked up, we will contact you to let you know that your order is complete and ready for pick up.

ORDERS – We will accept both contract and turnkey orders. The choice is yours. On ALL orders, we check in all goods to determine that what was ordered and what we received are identical. When you order the goods, it is important that you supply us with all product information (supplier, style number, color, size breakdown, etc.) so that we can check them in properly. We will notify you within 24 hours of any discrepancies on your contract orders so that you may contact the supplier and have them correct the problem. We also check for defects in the product, and while we catch a lot of these, we cannot catch them all (i.e. a small hole at the bottom backside of a shirt).

PRODUCTION TIME – Our stated production times are 5-7 working days for orders that have to go through our digitizing department and 5 working days for repeat orders. We realize that customers often have rush orders or event dates that have to be met. We will ALWAYS work with you to meet your customer's in-hands dates. We will NOT charge you rush charges to meet these dates provided the order can be done reasonably with no overtime needed to complete your order. Always check with us in advance to confirm that your in-hand rush date can be met.

QUOTING – If you are unsure of a stitch count or would prefer having a quote in writing, email us the logo, embroidery size and product information and we will return your request within the hour during normal working hours.

SPEC SAMPLES – There is a budget for spec samples since we are willing to partner with you to try and help you develop new business. We feel that our superior quality of embroidery will enhance your ability to land a potential customer. Please limit these to customers that you truly feel have great potential.

TRANSFERRING JOBS – To make transferring jobs easier, we will redigitize logos for you at NO CHARGE, if you cannot acquire the .dst file. This offer is for any embroidery job you want to send us, no matter the reason. We feel you and/or your customer should not have to pay digitizing charges again. All we ask is that you supply art and a copy of a previous sew out or an example sewn on an item.

CO-OP PROGRAMS – Contact us on any job you may have that is a fulfillment or catalog program. If this program has recurring orders that total over 500 pieces in a calendar year, we can set up special pricing based on total numbers and minimum releases.

FREE INCOMING FREIGHT – We offer FREE incoming freight on your contract goods from **Alpha, Broder, and SanMar**. Please ask us for details.

We look forward to working with all of the Flagship Companies. I know you will come to appreciate our personalized service and our attention to detail on EVERY order. We are known for our outstanding customer service, excellent decoration quality, and our on time delivery – every time! Please give us a try and I personally guarantee, you will not be disappointed. Do not hesitate to call us with any job you might have, no job is too big or too small. If you have any questions or concerns, please call or email us.

*Mark Knoblauch
Director of Embroidery*