

TEAM PRIDE ATHLETICS

Instructional Ordering Manual

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We are your national team dealer offering custom decoration on a wide variety of apparel and promotional products and providing high quality screen printed and embroidered products customized with your designs, and custom manufacturing sublimation of uniforms and apparel. In addition to decoration, we offer a full line of sporting goods, apparel and shoes.

This packet is designed to assist you in the ordering process. Below is a bulleted list of items to have prepared as you enter into the order process.

- Customer Information Form
- Logo/Artwork File (We accept AI, EPS, or vector PDF)
- Team Roster And/Or Order Form
- Product Style #s and Colors of Gear
- Item Quantities
- Shipping Information
- Your Due Date

ALL ORDERS MUST BE PUT ON A FORM.

Refer to the form section for samples of forms needed for orders.

Using these forms is imperative in processing your order.

Don't have a roster or your art finalized? Give us everything you have so we can keep your order moving. This packet includes a list of Team Pride vendors and their online catalogs to help you find the right gear and apparel.

Due to the high volume of orders we receive, we cannot research items for you. There is an Adidas B2B site available so you can check inventory.

We cannot emphasize enough to PLACE YOUR ORDER EARLY!

Issues sometimes arise, so it's always best to give yourself plenty of time before your deadline.

NEW CUSTOMER?

The New Customer Application form must be filled out and returned to us before we can put in any order. Please fill out the form the best you can and send to us as soon as possible.

Click here for the online credit application: <http://credit.teamprideathletics.com>

Prepay customers only need to fill out the lines that pertain to them, we do not need Bank/Credit references.

When do I pay?

Payment for orders are due when they are placed, unless terms are negotiated with Team Pride.

Keep in mind that NO ORDERS will ship until invoice is paid in full.

Do I pay sales tax?

If you are tax exempt, we must have a copy of your exempt status on file to avoid adding tax to your order.



GENERAL ORDER REQUIREMENTS

If you have had a change in a number or uniform size change or uniform addition do not put it in an email alone.

Place changes on a roster form and send along with an email stating - "I have a change." ** Do not text sales staff.

- We also do not guarantee that we can make that change. Changes are not always possible.
- **If you have a uniform addition**, please do the same thing. There is no guarantee that it will be made with the rest of the uniforms. It may be an additional order. It needs to be on a roster or order form sent in an email. Do not text sales staff this add-on.
- **If you have not heard back from Team Pride within 24 hours during the work week** about an order of any kind – please make sure that you follow up with us and that we received your information. If you send an email and have not received a response, please call and check with us. **DO NOT ASSUME WE RECEIVED YOUR EMAILS.**
- When we send you back an order – mock-up – to approve – invoice - Take your time to look it over. **IT IS YOUR OBLIGATION TO MAKE SURE THAT IT IS CORRECT.** You need to be the last eyes to make sure that everything is correct. You know your order better than anyone.
- If you do not have a roster or the order form for items out of the catalog please ask for one. There are two different type of forms. A yellow roster for the uniforms (**they have to be on a roster**), Then a white form for items out of the catalog. Please do not send an email without the forms.
- We have to be able to print these out so we cannot accept a picture of your roster. These are user-friendly. Open them and fill them out – **save and send as an attachment.**

Below is the online catalog information for adidas products, along with how you can CHECK STOCK YOURSELF. You can check stock for everything except bags and socks.

Browse to **adidas-team.com** and click on **Catalogs** - which is on the black bar at the top. The different catalogs will appear. Go to the catalog you want to see. Under the catalog click on - **View Full Catalog.**

You can flip page by page and view the full catalog Basketball is in Holiday 2018

To check stock, browse to <https://b2b.adidas-group.com>

Username: TPSTOCK - All Caps

Password: TPstock1 - TP in Caps



What sort of products do you carry?

Team Pride has a large variety of products available including team apparel, t-shirts, hats, bags, and more! We work with a variety of vendors to meet your quality and price needs.

Adidas, Asics, Holloway, A4, and SanMar are just a few of our vendors.



Can I get a catalog?

Yes! We have several online catalogs for our vendors. We carry a large variety of products from a number of vendors. Just ask us and we can send you an online catalog or link to the vendor website.



Vendor Websites

- Adidas <http://adidas-team.com>
- Asics <http://www.asics.com/us/en-us/team-gear/c/team-gear>
- A4 <https://www.a4.com/catalogs/ecatalogs>
- Badger <https://www.badgersport.com/home/default.aspx>
- Heritage <http://web.herspw.com>
- Holloway <https://www.hollowayusa.com>
- One Stop <http://www.onestopinc.com/catalog/apparel>
- S&S <https://www.ssactivewear.com>
- SanMar <http://www.sanmar.com>



How do I get a quote?

Please contact us and we will put you in contact with one of our helpful representatives. Please be ready with your product #s, colors, and quantities so we can readily get you a quote.

If a PO is required please make us aware and we can provide you with a formal quote.

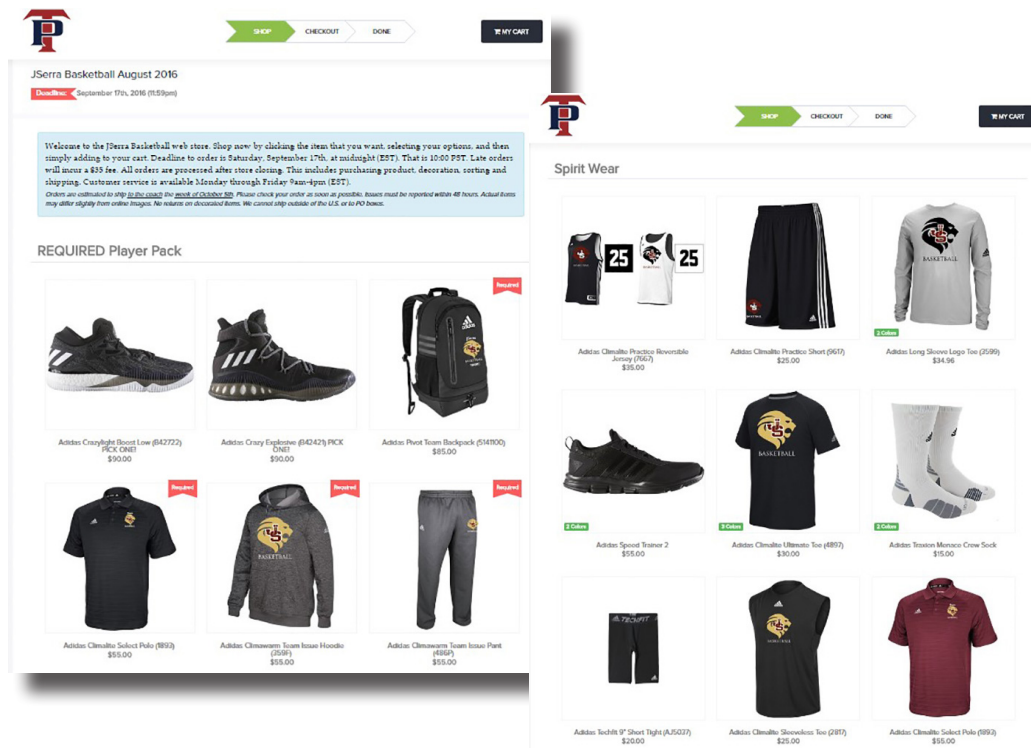
*Due to the complexity and time for screen-printing, if your order is less than 3 uniforms there will be a \$25 small order fee.

I might sometimes purchase product outside of Team Pride. Can you decorate those products?

Please talk with one of our representatives about this process. When you send us your product, please be sure to let us know when you are sending it. If you have tracking information, please provide it to your representative so we know exactly when your package arrives.

Webstore

Interested in creating a webstore for your team, club, or organization? We can put together customized items, shoes, hats, etc. onto an online platform where people can purchase the items they want. It's a great way to streamline the way clients, students, and parents buy your customized gear. There's fundraising tools, automatic payment processing, and it's a safe and secure platform. It's truly an all-in-one solution for group sales.



Is a Webstore Right For You?

- **We recommend Webstores for groups who are likely to produce a minimum of \$1,000 in sales.** Significant effort goes into creating webstores, so this number makes it a win-win for everyone involved.
- **Want your webstore open for 1, 2, 3, or 4 weeks? We can keep your webstore open for however long you choose, but we usually recommend 1-2 weeks.** Keep in mind, we only process orders once your webstore has closed.
- **The turnaround time after your web closes is about 3 weeks, not including shipping time.** Be sure to give yourself plenty of time if you are considering a webstore.

ROYALTY (Option A)	NON-ROYALTY (Option B)
MSRP	MSRP LESS 10%
FREIGHT	FREIGHT
Indiana Shipping: Up to \$100 - Flat Rate - \$10 \$101 - \$249.99 - 10% of Total \$250+ = FREE Freight Non-Indiana Shipping: Up to \$100 - Flat Rate - \$12 \$101 - \$249.99 - 12% of Total \$250+ = FREE Freight	Indiana Shipping: Up to \$100 - Flat Rate - \$10 \$101 - \$249.99 - 10% of Total \$250+ = FREE Freight Non-Indiana Shipping: Up to \$100 - Flat Rate - \$12 \$101 - \$249.99 - 12% of Total \$250+ = FREE Freight
DECORATION	DECORATION
Included for one location - up to 2 colors Personalization & Numbers incremental costs 10% ROYALTY TO SCHOOL, CLUBS, AND TEAMS	Included for one location - up to 2 colors Personalization & Numbers incremental costs

Benefits

- Unlimited team stores
- Online stores for ALL sports gear and other activities PLUS spirit wear for students and parents
- Create fundraising and booster price additions with transparent reporting
- We handle all payment processing, so coaches don't have to be responsible for collecting checks and paper order forms
- Control, transparency, and visibility into all fundraising activities
- Limit liability by eliminating checks, paper order forms, and "shoebox" fundraising money
- Streamlined online ordering for students and parents plus order reporting for schools and coaches



Printing Techniques

Screen printing

Team Pride utilizes spot color printing, which uses a full-tone of color to create an image. Each color in the image is printed separately on its own screen, up to 6 spot colors on one location can be printed.

- Yields vibrant, professional quality prints
- Price: less expensive to more expensive, depending on the number of colors printed
- Used for: standard print of logos, graphics, and text



Custom Cut/Sew Sublimation



Sublimation is a unique technology in which colors, designs, and logos are heat-infused directly into fabric. Sublimation results in an image that will not crack, peel or fade when washed. Therefore, sublimation is ideal for products such as team apparel, which undergoes a lot of physical stress and numerous washings in its lifetime.

Team jerseys are easy to customize with our art department. You pick the style of jersey, the colors you want, and we add your team name and art. You'll supply the team roster and we

will produce the uniforms completely in-house. Cut, printed, and sewn all here at Team Pride.

Embroidery

Embroidery is a process in which your design is digitized into a stitch file that is then sewn onto polos, bags, hats, and more. We can take care of the digitizing for you. We can embroider up to 15 different colors at one time.

Production times vary from service to service. All production times DO NOT include the time it takes to create a mock up or proof. Production times are after your artwork is complete. Allow time for shipping.



ESTIMATED PRODUCTION TIMES

- **Screen Print: 2-4 weeks**
- **Sublimation: 4-6 weeks**
- **Embroidery: 2-3 weeks**
- **miTeam and adiCustom: 6-12 weeks**

Interested in just purchasing blank apparel? Maybe you have your own printer or don't need decorations at all? Ask us about purchasing blank apparel for your team, work, club, or organization today!



Returns, Exchanges, and Refunds

Our goal is to provide you with high quality products customized with your designs, so if there is an Issue with your order **you must contact us with 48 HOURS OF RECEIVING THE PRODUCT.**

As we provide personalized goods, however, we cannot accept returns unless we have made a mistake or the garments are faulty. Unprinted merchandise, unused and unopened orders may be returned for a refund or exchange. **YOU CAN NOT RETURN OR EXCHANGE WORN ITEMS, ESPECIALLY SHOES.** Once we receive the returned items the charges will be credited to you, not including shipping costs.

When you receive your shipment, CHECK TO ENSURE THAT YOUR ORDER IS CORRECT within 24 hours of receiving.

If you are a coach distributing to your team, it's important to make sure your players have all the items they purchased.

Returns must be approved by us before you ship, so please contact us for approval. Items returned without prior notification will not be accepted and will be returned to sender. Shipping is nonrefundable and the customer pays return shipping. There may be a restocking fee for your return.

Please email returns@teamprideathletics.com for more return and exchange information.

Sample/Size Run Return

Sample and Size run orders must be returned to Team Pride within 7 days upon receiving. If samples are not returned within the specified timeline, you will be **invoiced for the cost of the samples.**

Shipping Disclaimer

Due to UPS and FedEx's new rates, shipping charges will now vary depending on the weight and number of boxes for your order at the time of shipment. We will do our best to estimate shipping costs beforehand, but to cover all shipping costs **we have the right to adjust the freight/shipping once the order has shipped.**

TEAM PRIDE IS NOT RESPONSIBLE FOR EXPRESS SHIPPING COST.

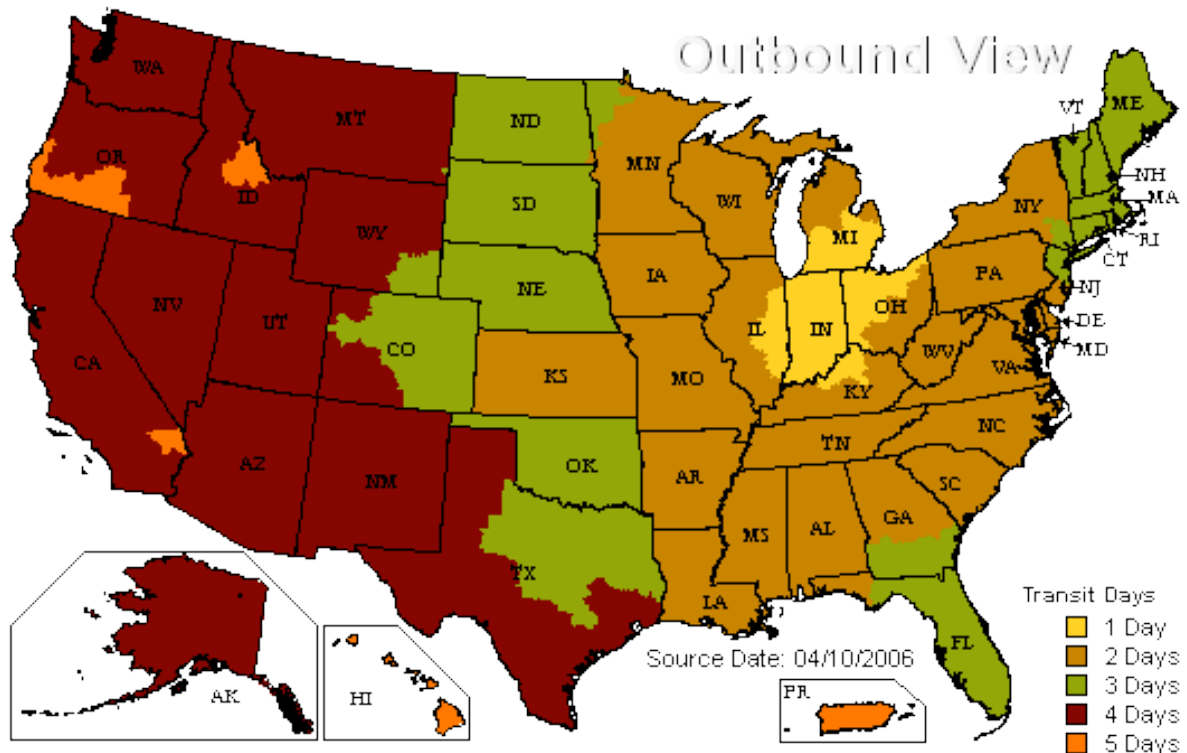
Shipping Coverage

Unfortunately lost or stolen orders can happen. Because of this, we prefer to ship to a business and not a residential address. To protect your order, we recommend purchasing insurance through UPS. If you want your order delivered to a residential address, we prefer the order be signed for at the time of delivery. If you do not want to purchase insurance or require signature for delivery, please send us a confirmation email of your preferred delivery.

WE ARE NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS.



Shipping and Delivery



UPS Transit Map

Here is a map of UPS business days in transit for packages shipped from our facility in Indiana. This is only an estimate. Not all orders will be shipped from Indiana. Please call one of our representatives for more shipping information.

UPS says it's a [X] day ship to my location, can you guarantee it will get to me by then?

We wish we had control over UPS, but unfortunately we don't. Although we can't guarantee UPS's shipping times, we can guarantee we will give your order to UPS in the time agreed upon between you and your sales rep.

Occasionally UPS does have delays in their services based on weather and unforeseen circumstances. It's also important to remember our vendors have their own processing times. Even though you place an order does not mean that it will be processed and shipped same day. It's always best to allot yourself extra days before your deadline.

How long will it take to receive my order?

Length of production varies depending on the services. Non-custom orders are typically produced within 3 weeks. Custom orders can take 4-6 weeks depending on product. Please be aware that backordered products will affect turnaround time. Check out our production section to find out more about turnaround times. **Team Pride is not responsible for EXPRESS SHIPPING.**

Delivery time varies depending on your location. Call today to get a better idea of when we can send your personalized goods!



Q: What's the best way to begin an order?

A: Have a quick discussion with your Team Pride Sales Rep, or call us at (574) 224-8326.

Q: I want to create an order but I'm not sure about my graphics, can Team Pride still help me?

A: Absolutely. We have a dedicated team of artists/designers who will work with your sales rep to custom create art for your order. **THERE IS AN ADDITIONAL CHARGE FOR THIS SERVICE.**

Q: What file formats do you accept?

A: We prefer vector based graphic files (eps, ai, or pdf) We use Adobe products at Team Pride. We will also accept non-vector files with the following extensions (psd, tif, jpg, png, pdf and bmp.)

There is an art fee if a VECTOR art file is not provided. If adjustments need to be made on the vector files given to us, an art fee may occur. Also if there are numerous revisions once the mock up is done, an art fee may occur.

For embroidery files we require stitch (dst, emb) files, unless you want us to digitize your design for you. There is a one-time digitizing fee based on stitch count.

The better the file, the easier and faster it is for our design team to create mock ups and proofs for your order.

Q: How do I know what decoration is best for the products I want to order?

A: Team Pride has a lot to offer as far as decoration and it can get confusing very quickly. We can help you make informed decisions when it comes down to deciding where and how to customize your garments.

Q: Will I be able to approve a proof before production on my order begins?

A: Absolutely. It is very important to us that your design is exactly what you want. Once you place your order, our design team will create a mock up for you. From there, you can make changes and submit your final approval for your proof. ***We will not produce anything until we receive your final approval***, even for repeat orders. If your design requires excessive overtime, you will be subject to an overtime art fee.

It is YOUR RESPONSIBILITY to look over the proof.

Check STYLE - COLOR - ALL LOGOS - SIZE OF NUMBERS - SPELLING.

ONCE YOU HAVE SENT IN YOUR APPROVAL - IT IS FINAL.

The order will not be processed without the mock up being approved.



Please go to link below to fill out the Credit Application:
credit.teamprideathletics.com



Salesperson *

Account Name *

Responsible Party *

Address *

State / Province / Region

Country

Phone *

Fax

Email *

Federal Tax ID

Sales Tax Exempt *

- Yes
 No

Sales Tax Exempt Number

Exempt Certificate

Type of Entity *

Other

Purchasing Documents Required for Invoicing



PAYMENT METHOD:	
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BILL TO:

COMPANY:
ATTN:
ADDRESS:
CITY, ST., ZIP:
EMAIL:
PHONE#:

SHIP TO:

COMPANY:
ATTN:
ADDRESS:
CITY, ST., ZIP:
EMAIL:
PHONE #

DATE	Order

PO#	TERMS	SHIP DATE	DUE DATE	SHIPPING METHOD	SALESPERSON

STYLE #	VENDOR	DESCRIPTION	COLOR	SIZES	QTY	DÉCOR	PRICE	Description of Art

- Packing By Team
- Packing By Individual
- Bulk Pack

- B-Blank
- E-Embroidery
- S-Screen Print
- T-Tackle Twill



Web Store Set Up Request

Web Store Name: _____
Sales Person: _____

Activity: _____

Opening Date: _____
 Closing Date: _____
 Must have In-Hands Date: _____
 Royalty 10%: [Yes] or [No]

SCREEN ART - NEW OR EXISTING?
 EMBROIDERY - NEW OR EXISTING?

OMG CHARGES 3.5% PROCESSING FEE!!!

Style #	Color Code	Vendor	Sizes	Description	Embroidery	Screen Prin	Logo	Location	Art	SRP (Royalty Price) Less 10% (Non-Royalty Price)
examples	examples	examples	examples	examples	examples	examples	examples	examples	examples	\$30.00
examples	examples	examples	examples	examples	examples	examples	examples	examples	examples	\$135.45
										\$0.00
										\$0.00
										\$0.00
										\$0.00
										\$0.00
										\$0.00
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										\$0.00

NOTES:

 TEAM NAME

 DATE YOU PLAY
 UNIFORM STYLE
 JERSEY CUT
 SHORT CUT
 SHORT STYLE

**ARE THEY WOMEN'S CUT OR MEN'S CUT OR YOUTH
 LIST MUST BE GROUPED BY SIZE FROM SMALLEST
 TO THE LARGEST — ONE TEAM PER ROSTER**

Adult Sizes		Youth Sizes	
XS		YS	
S		YM	
M		YL	
L		YXL	
XL		Total	0
XXL			
Total	0		

Ex.	Size	Player Number	SHORTS SIZES
	START WITH SMALLEST TO LARGER		
	S	EXAMPLE	
	M	EXAMPLE	
1			
2			
3			
4			
5			
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SHORTS			
ADULT SIZES		YOUTH	
XS		YS	
S		YM	
M		YL	
L		YXL	
XL		Total	0
XXL			
TOTAL	0		

Names	
Font Type	
Color	
Location	
Notes	

Numbers	
Font Type	
Fill Color	
O/L Color	
Location	
Size	
Notes	

