

## FREQUENTLY ASKED QUESTIONS

## ABOUT YOUR CUSTOM SHOP

## What is this custom shop?

Your custom online apparel shop is an always-open webstore featuring your company branding and logo. It allows your employees, customers, or partners to purchase branded merchandise anytime they need it – without you having to coordinate bulk orders or manage inventory.

## Is there any cost to me for having this shop?

No! There are zero setup fees, monthly fees, or any other costs to maintain your shop. You only pay when you or someone from your organization decides to purchase an item.

## How is my branding applied?

Your logo is already integrated into the shop with full-color, permanent imprints. We can add additional designs or logo variations to give purchasers choices of which design, color, and placement works best for them.

## PRODUCTS &amp; SELECTION

## What products are available in my shop?

Your shop features a curated collection from our catalog of 10,000+ SKUs, including:

- Apparel & activewear
- Bags & outerwear
- Hard goods & home items
- And much more

## What brands are included?

We feature trusted brands including Under Armour, Champion, Carhartt, Gildan, Port Authority, and many others.

## What imprint options are available?

You can choose from multiple imprint locations:

- Full front
- Left chest
- Full back
- Back yoke

All imprints are full-color and permanent.

## ORDERING &amp; PRICING

## What are the order minimums?

One piece! You can order just a single item or bulk quantities – it's completely flexible.

## How does bulk pricing work?

Bulk pricing is available starting at 4 pieces and scales up to 144+ pieces. You'll see additional savings at:

- 4+ items
- 10+ items
- 24+ items
- 48+ items
- 72+ items
- 144+ items

Best part: you can mix and match any products to reach these quantity breaks!

## How are product prices displayed?

Every item has individual pricing displayed in the shop, so you'll always know exactly what each product costs before adding it to your cart.

## How do I pay?

Easy checkout with credit card or PayPal.

## SHIPPING &amp; FULFILLMENT

## How fast is shipping

We offer lightning-fast 1-2 day turnaround on orders, shipped directly to your door.

## What are the freight costs?

- T-Shirts & Polos: \$7.95 freight (up to 3 items)
- Sweatshirts: \$7.95 freight (one item) or \$12.45 freight (two items)
- Multi-Item Freight Savings: Order 4+ items and save! Example: hoodie + tee + polo + bag = only \$12.45 freight (plus you get \$23.35 in product savings!)

The more you order together, the better the freight value!

## GIFT CODES

## What are gift codes?

Gift codes are prepaid codes you can create and distribute to employees, customers, or partners. They offer simple, flexible discounts that can be used for giveaways, incentives, or rewards.

## How do gift codes work?

You purchase gift codes in specific dollar amounts, then share the codes with recipients. They can use the codes at checkout to apply the discount toward any purchase in your custom shop.

## What are some use cases for gift codes?

- Employee appreciation or recognition
- New hire welcome gifts
- Customer loyalty rewards
- Event giveaways or promotions
- Sales incentives
- Holiday gifts

## SHOP MANAGEMENT

## Can I add more logo designs or branding?

Absolutely! You can have as many logo variations as you'd like in your shop, giving purchasers choices of design, color, and placement. Vector Images work the best.

## Can I customize the products in my shop?

Yes! We can customize your shop in the following ways:

- Remove products you don't want offered
- Change the colors offered (for example, if you don't want orange or pink available, we can remove them)
- Limit products to specific colors (perfect for uniforms - we can set a product to only offer one specific color)

At this time, we cannot add new products beyond what's in the curated catalog, but we have over 10,000+ SKUs to choose from.

## How do I manage orders?

Orders are processed automatically. You don't need to manage anything – items are ordered, produced, and shipped directly to the purchaser.

## Who can access my shop?

You control access. You can share the shop link with anyone you choose – employees, customers, partners, etc. You can also keep it private or make it publicly accessible.

## GETTING STARTED

## How do I activate my shop?

Simply fill out the quick acceptance form we'll provided, and your shop will be live and ready to use!

## What if I have questions or need help?

Contact Ken Kelsey at KelseyPromo anytime:  
248-474-5413  
promoman@kelseypromo.com  
KelseyPromo.com

## Can you walk me through how to use the shop?

Absolutely! We're happy to schedule a quick call or screen share to show you all the features and answer any questions.

## ADDITIONAL INFORMATION

## Is there a contract or commitment?

No contract, no commitment. Your shop is available for you to use whenever you need it, with no obligations.

## What if I want to make changes after activation?

No problem! We can update your branding, add products, or make any adjustments you need at any time.

## How quickly can orders be fulfilled?

Small orders ship in 1-2 days. For bulk orders of 10+ pieces, fulfillment may take a little longer depending on the specific products and quantities. We'll provide a timeline for larger orders as needed.