

Welcome to the team!

Thanks for your interest in working with us. We strive to form close relationships with our customers, and we hope we can help each other to grow.

You will receive our **Pricing**, a **Credit Card Authorization form**, a **Tax-exempt form**, and information about the **PSST Program**.

Before you place your first order, we will need these forms filled out. There may be a 24-48 hour delay on your first orders so that we can verify your account information. If you operate outside of North Carolina, please provide us with your state-specific resale certificate.

We have one of the fastest turnaround times in the industry, and to uphold that we have some expectations from you that will help us process your orders in a timely fashion.

Submitting Orders

We require all orders to be submitted by email- it can be a Purchase Order, your personal order form, or in the body of an email. Orders submitted to us after 3pm will be processed the following business day.

Orders must include the following information:

- Stock information (quantity, color, size, style number)
We need to know what we should be receiving for your order. Without this information we can't send proofs or make sure your items were packaged to us correctly.
- Proper Design Files
Without vector files for printing or embroidery files, we cannot set up an order. Please let us know if we need to convert your files.
- Decoration information (placement, color, size)
We have standard placements based on the size/type of garment. If a size and/or decoration color is not specified, we will use a standard size and stock color (will be reflected on the proof).
- In-Hands Date
Our turnaround time is 7-10 days by 3pm from when we start processing the order. If you need an order sooner than our normal turnaround time, you must get approval from your sales rep.
*Orders received after 3pm will be processed the following business day.
- Shipping Information (if applicable)
Our orders are defaulted to pick-up at our location, so if you need an order shipped you must indicate the address, shipping account number, and billing zip code.

Goods Received

We check in all items that we receive, so if the goods we receive do not match your order our Shipping and Receiving Team will contact you via email to figure out how we can resolve the stock issue. Before we can put your order in line for production, we must have all of the goods for your order at our facility at least 3 days prior to your ship date. Providing us with a PO that matches your package and/or where the goods are coming from will help us to match it with your order.

Important info about stock-

- Embroidery and Screen Print orders must be ordered with separate PO's.
 - With SanMar's PSST and free pickup from Carolina Made, there is no freight cost.
 - We can separate your stock to go with their own orders for a handling fee.
- Unbagging individual garments will incur a \$0.10/pc unpackaging fee.
 - Typically items do not ship in individual packaging unless they are specialty or high-end items so this is not a common occurrence. Please note that this fee will be added if it applies. Items from SanMar do not come in individual packaging.
- There is a 2% spoilage rate
 - Spoilage includes any defects from the manufacturer (pinholes, etc.) and misprints.
 - 2% includes per item/per placement.
 - If your order requires exact sizes (typically smaller orders), please order extras to account for any spoilage.
 - Items that do not come from a wholesaler or distributor, like your customers' supplied garments, cannot be replaced.

Approvals

All new orders require proof approval before we can begin production. You should receive a proof within 24-48 hours of placing your order, so if you do not receive it in that time frame please let us know. Reorders do not require proofs and will be processed immediately. Your order will be completed 5 days from art approval. Proofs must be inspected carefully, and by approving a proof you are agreeing to the specifications.

Shipping

Orders that require shipping must specify the shipping carrier, account number (if applicable), and address. Any delays in getting this information may delay the shipment of your order. We cannot be held responsible for delays caused by the carrier. Any combined shipping or special handling will be subject to handling fees.

Communication

Our main form of communication is by email. Your order details are very important to us, and to make sure we do exactly as you need us to we need to have everything sent to us by email. We are available by phone, and if you have an urgent request please call us.

Order Process

Here is a visual of how orders are processed-



**all stock and art approval must be received at least 3 days before your deadline*

Any delays in this process will delay your order. If you have any questions about any of the policies or our process, please contact your sales rep. We are happy to help!

