

HOW TO ORDER

Type of Order	Online Order	Email Order as PDF*	Fax Order	Send Artwork Separately
Blank	login to pcna.com	orders@leedsworld.com	1-800-860-6661	n/a
Sample	login to pcna.com	orders@leedsworld.com	1-800-860-6661	n/a
Imprint with standard lead time	n/a	orders@leedsworld.com	1-800-860-6661	art@leedsworld.com
Imprint with SureShip® - 24 hr. turn	n/a	sureshiporders@leedsworld.com	1-800-611-4731	sureshipart@leedsworld.com

To prequalify artwork, or for artwork questions on new orders, email artworkinfo@leedsworld.com. For general customer inquiries or changes on existing orders, contact customer service at customerservice@leedsworld.com.

Unless a specific size is indicated on your purchase order, Trimark will determine the most appropriate size for your imprint. If no imprint area is indicated, we reserve the right to decorate in the area most suitable for the artwork and method specified.

Orders are only accepted from qualified promotional products distributors. For tax reasons, third party billing is not permitted.

*Complete purchase order number as generated on your PO form must be placed in the subject line of both the order and art emails before they can be reviewed. All emailed orders must be sent to the above email addresses in the form of a PDF attachment. Any other formats may result in processing delays. Purchase orders will not be accepted at the art@leedsworld.com or sureshipart@leedsworld.com addresses. Artwork must be sent separately to the artwork email addresses listed above.

ADDITIONAL ORDER INFO:

Order Minimum:	All imprinted orders require minimum quantities as listed throughout the catalog. Less than minimum orders will be accepted at a cost of \$31.25 (G) per imprint item ordered. SureShip(R) is available for below minimum orders; however, it incurs a double LTM charge.
Order Acknowledgement:	After receiving your order, Leed's will send you an Order Acknowledgment. Please read carefully and contact the factory immediately if corrections and/or changes are necessary. All changes must be confirmed in writing.
Order Cancellations:	Orders can be canceled only with written factory authorization prior to imprinting or production. If an order is canceled after production has begun, it may be subject to additional charges. Charges will still apply to any product proof received prior to order cancellation.
Blank Product Returns:	First quality, blank returns are subject to a 20% restocking fee. Prior to return, all merchandise requires specific Return Authorization from the factory and all returns must be made within 60 days of invoice date in order to be eligible for credit. No credit or replacement merchandise will be issued for product unavailable for return to the factory. Merchandise must be in original packaging with hang tags included (hang tag must not be altered - no writing or price sticker on it). A re-packaging fee of \$1.00 will apply to all returns received out of the original packaging. All returns must have transportation charges prepaid. Absolutely no returns on printed, washed, soiled or decorated merchandise. Garments must be inspected before being decorated by outside contractors. Discounted Samples, Sample kits, promotional, and discontinued items are non-returnable.
Customer Approval:	Trimark must receive your proof approval and must have shipping information before production commences. Once approval is received, any changes to an order may incur additional costs and lead time. The following proofs are available:

Online Proof	Paper Proof (only if requested)	Product Proof
Online proofs are available at no charge upon request.	First paper proof is \$12.50 (v). Additional paper proofs are available upon request at a cost.	Product proofs can be ordered at an additional cost. Product proofs can be shipped using our standard lead times when requested. Orders ship within 48 hours of receiving product proof approval (up to 200 pieces). Cost is \$37.50 (v) plus item price, running charge, overnight freight charge, and applicable order setup. Depending on order size and imprint type, Trimark may require a product proof.

ARTWORK INFORMATION - FREE ART MODIFICATION*

Decorating Method	Accepted Artwork Files	Additional info
Embroidery	Tajima DST files, Wilcom EMB files	If digitizing is needed, please send in an acceptable file for all other methods. Please note: Apparel products and 3D Embroidery have different digitizing requirements than bags and other items. Existing files may need to be re-digitized.
All other methods	All file, vector format with all text converted to outlines. Please save as .eps or .ai file.	Unsupported art file formats: QuarkXPress, PageMaker®, In Design and Freehand®. Microsoft® Office Programs (Word, PowerPoint®, Excel®, etc.) will also not be recognized through the art acceptance process.

* Artwork clean-up, touch-ups, typesetting or resizing is free, but is not available on SureShip® orders.

PMS Color Matching:	Color matching is available at no cost. However PMS matching is not guaranteed on dark-colored items and is not available for inFusion.
Requests for Artwork on File:	Artwork is kept on file for up to 18 months. Re-orders must contain the customer number, PO number, and/or Leed's order number plus a copy of the artwork to ensure the correct artwork is pulled. Artwork CANNOT be transferred from one distributor's file to another without written permission from the original distributor. Art files greater than 18 months must be resubmitted.
Artwork Return Requests:	Artwork will be returned upon written request after completion of order and payment of invoice. Written requests may be made via mail, fax or email. Requests on purchase orders will not be processed. Distributor is responsible for postage and/or freight charges. Any deboss dies returned to customers are not eligible to be sent back to Leed's for a future order. A new die will be required.