

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.

SHIPPING INFORMATION

Lead Times	SureShip® next-day turnaround with no additional charge on orders received by 5PM EST. One location only. Maximum 200 pieces. SureShip® available for Standard and Impact locations. SureShip® available on all methods except embroidery over 10,000 stitches and 3D embroidery. 3-day turnaround standard on exact re-orders. 5-day turnaround standard on orders with new art, 7 days for HXD. See our website for complete details.
Production and Shipping Information	Production time begins upon receipt of signed Order Approval Form, approval of credit and receipt of all order information including shipping addresses and customer inserts. Leed's uses FedEx as its standard carrier for U.S. domestic shipments. Once your order has shipped we will send you an Advance Shipping Notice, which includes a tracking number.
Drop Shipments	Drop shipment charges of \$8.00 (G) for each location per release, plus freight costs. Drop ship addresses must be received at the time of order receipt. If there are more than 10 drop shipment addresses, you must provide addresses electronically in a Microsoft® Excel file, sent on a disk or as an email attachment. For your convenience, a template is available in the Our Services section on our website. SureShip® orders are limited to 10 drop-ship addresses. Call for lead times for requests over 50 locations.
Third-Party and Customer-Designated Shippers	Third party orders will be assessed per-order handling fee of \$5.00 (G). If you provide us with an account number for shipping, or designate a specific carrier, you assume responsibility for the shipment from the time the order is ready for pickup. See decorating and add-on pricing grid for associated charges.
Special Shipping Instructions	Additional charges and lead-time may apply for special handling such as palletizing, using custom mailing labels, and special packaging requirements. Please call for lead times. Any labels or packaging must be sent to Leed's prior to production. Please reference your purchase order number, company name, contact name and phone number. Additional charges may apply.

SALES TOOLS

Virtual Specs	Can be ordered in the following two ways: <ul style="list-style-type: none"> • Request a virtual sample from your Trimark sales representative, who can help you identify the best product for your application. • Create your own free virtual sample on our website instantly (available on most products).
Blank Samples	Blank samples are available on most products and can be purchased at catalog EQP pricing and 50% off ground shipping when ordered on our website. Limit of three per item number. Sample orders received by 5 PM EST (for U.S. destinations) and 4 PM EST (for Canadian destinations) ship next day and would ship on PCNA's preferred carrier. Blank samples are non-returnable.
Spec Samples:	Spec samples include a specific logo, decoration method and location. These can be purchased at 50% off (25% off licensed brands) catalog EQP for the product. Full setup and running charges apply. Limit of three per item number. These items are non-returnable. Spec samples are available for SureShip® up to 5 items (maximum of 3 pieces per item).
Self-Promotions	Self-promotions can be purchased at 50% off catalog EQP for the product (25% off licensed brands*). Full setup and running charges apply. These items are non-returnable. Limit of middle-column quantity per item number. Due to increased holiday production, self-promotion orders for all items must ship by November 9, 2018. Additional restrictions may apply on new items. Self-promotion discount only applies to the specific piece that is decorated with the distributor's name or logo only. The addition of other imprinted logos or names to the product will disqualify it from receiving any discount. In the case of multiple items on one order, only the items with the distributor name or logo are eligible for the self-promotion discount. Clearance items are not available for self-promotion.
Licensed Brands*	Trimark Licensed Brands include Roots73, High Sierra and Puma™. Roots73 is a trademark of Roots Corporation used under license.

SERVICES

Customer Inserts	Please call for lead times if insertions/attachments are requested. Insertion instructions must be noted on your purchase order. When requesting label attachments, printed labels must be provided to Trimark. Production will not begin until customer-supplied inserts/ attachments are received. Orders above catalog quantity will require additional lead time. Leed's items will be inserted into other Leed's items free of charge.
Blank Product	Pricing is available on our website and is solely based on customer's price level. Turnaround time is one business day. Blank orders received by 2 PM EST ship next day.

DECORATION CHARGES

Setups	
Embroidery	\$12.50 (G) per 1,000 stitches. Up to 25,000 stitches. Puff embroidery \$1.25 (G) net per piece upcharge
True Edge Transfer†	\$60.00 (G)
inFusion	\$60.00 (G)
Deboss	\$60.00 (G)
Laser	\$60.00 (G)
HXD	\$225.00 (G) \$1.25 per piece for metallic and specialty colors.
Run Charges	<ul style="list-style-type: none"> • First Location included in decorated price • Additional location: \$3.44 (G)

*Transfer pricing includes up to 5 spot colors. Add \$60(G) setup and \$0.40(G) running for each additional color. Personalization on embroidery \$5.00 (G) \$25 (G) setup applies to exact reorders.

TERMS

Authorization & Indemnification - By placing an order with Leed's, you represent and warrant that you have the authority to order, purchase and/or distribute merchandise containing the names, trademarks, logos, copyrights, etc. identified and/or submitted with your order. You also agree to indemnify, defend and hold harmless Leed's, its affiliates and representatives, from and against all claims, liabilities and expenses (including attorney fees), arising out of or related to an actual or alleged infringement or misappropriation of any trademark, copyright or any other proprietary right of such merchandise. This provision will remain in effect after delivery of your order. **Catalog Photography** - Photos and color swatches may not show true item colors due to printing processes. **California Proposition 65 / CPSIA Compliance** - Please visit our website for California Proposition 65 information and CPSIA information. **Collections** - Accounts requiring collection will be liable for all the collection costs, including all fees, costs and expenses incurred. **Copyrights** - Products in this catalog may be patented, have patents pending or be subject to various copyright and/or property rights of Leed's and/or its owners and principals. These products may not be reproduced in any way (in whole or in part) without express written permission from Leed's. **Credits** - Unused and/or unclaimed credits will be reserved/voided after 6 months. **General Disclaimer** - Leed's cannot be liable for delays in delivery or product availability due to customs, shipping or natural disasters. Leed's reserves the right to make slight spec changes to enhance product quality or performance. Decorating methods and location sizes are subject to change. Visit our website for complete information. **Liability** - All merchandise becomes the customer's property upon delivery to the freight carrier. **Logo Disclaimer** - Logos shown on this website are for illustrative purposes only, do not imply endorsement and are not for sale except by authorized owner. By submitting order and artwork to Leed's, the customer represents that the use or display of artwork will not violate any applicable laws or client restrictions. Customer hereby agrees to hold Leed's harmless of all claims. **Over/Under Runs** - All orders are produced to the exact quantities ordered. **Payment** - Net 30 days upon credit approval. Payments not received by the due date are subject to a 15% per month late payment charge. First orders, custom orders and large orders may require a deposit or prepayment. We accept MasterCard, Visa & American Express (US only). All payments must be made in US funds (except Canadian orders). There is a \$30 charge for each returned check. **Pricing** - Prices are subject to change without notice. For current pricing, visit www.pcna.com. **Product Warranty** - All items are warranted against defects in material and workmanship for a period of one year from date of shipment. Some items carry a lifetime warranty, as specified in individual product descriptions. In the event of a breach of warranty, buyer's sole and exclusive remedy is a return of the item for repair or replacement. Leed's disclaims all other warranties, express or implied, including without limitation the implied warranties of non-infringement, merchantability, or fitness for a particular purpose, and warranties arising from course of dealing or usage in trade. For all the products listed we retain the right to be the sole judge in the matter of goods returned because they are defective or because they appear not to have given normal wear and service. We will repair or replace free of charge any article which proves defective in workmanship or material when subjected to fair treatment. All such returns require an RA # and must have transportation prepaid. Because of various methods of cleaning and laundering garments we will not guarantee garments against shrinkage and cannot accept responsibility for conditions of any clothing after washing or cleaning. We recommend following the laundering instructions specified on the garment tags. Under no circumstances will we be responsible for merchandise that has shrunk due to silk screening or heat sealing of names and numbers done by a third-party decorator.