

WEBSTORE TERMS AND CONDITIONS & FAQ's

CONTACT INFORMATION

NAME _____ ORGANIZATION _____

ADDRESS _____ CITY _____

STATE _____ ZIP _____

PHONE NUMBER _____ EMAIL ADDRESS _____

STORE OPEN DATE _____ STORE CLOSE DATE _____

CATALOG STORE YES or NO (STORE STAYS OPEN AND BATCHES EVERY 2 WEEKS)

FUNDRAISER STORE YES or NO (5%-10%) TO THE ORGANIZATION

_____ FUND RAISING FUNDS ARE DISTRIBUTED EVERY THIRTY (30) DAYS IN THE FORM OF A CHECK AND MAILED TO THE ADDRESS LISTED ABOVE.

When will my store open, and when will it close?

Your store will open and close when you request us to. If you have set dates of when you want it to launch, we will enter that into the store and it will then be readily available to share with others. Generally speaking, we keep a store open for 2-3 weeks, but we will leave a close date up to you. You also have an option to have a "CATALOG" store which will stay open indefinitely and batch orders every 7 or 14 days. Very flexible and customizable.

Can I reopen my store?

Yes you can reopen your store. A new close date will be assigned and all production will be delayed.

Who manages the store? You or me?

We do. We create your store with your school/corporation's brand and colors, we add in products with artwork on it, we open and close the store and manage the amount of orders that came in, then report that back to you.

How do I know what products to have in my store?

Our store coordinating team will manage your store based on what the store will be used for, and help you select. For example, let's say you are a baseball team. The store coordinator will make sure you have uniform tops and pants, tees, hoodies, and maybe even ball caps. We do show you the store ahead of time to make sure the products we select are what you want.

How do I inform my team/staff about the store so word gets out it's open?

We will provide you with a link and a simple email script. You can take that email script with the link within it and send it out to whomever needs access. We can also password protect the store if you only want certain people to view it. Each store comes with a downloadable flier you can use on social media and email.

How long will it take to ship team store orders?

Our standard processing time to ship a store order is 15 business days from store closure date. Factors that can influence processing time are order size, and seasonal sales demands. Your store Account Manager or Customer Service Rep can provide you with specific guidance on processing time for your order. All our stores offer in-store pick-up, Group Distribution, and Shipping.

Can you ship international, or only domestic?

Yes, we can ship internationally.

What if my package is lost or stolen in transit?

LOST AND STOLEN PACKAGE POLICY: Todd's Screen Printing and Embroidery IS NOT RESPONSIBLE FOR ANY LOST OR STOLEN PACKAGES. THE RESPECTIVE FULFILLMENT THIRD-PARTIES, SUCH AS UPS, USPS, and FEDEX MUST BE CONTACTED FOR FURTHER RESOLUTION.

How can I raise money for my team?

If you get a store built through us, we can set it up so a portion of the proceeds goes towards fundraising goals. It's often anywhere between 5%-10%.

How soon can I get my fundraising check?

Once you close your store, the check will be released within 90 days. It takes time to process and divide the payments from what is fundraising money versus apparel money, and it filters through our accounting team. If you do not receive your check within the 90 days, then reach out and we will get it taken care of right away.

PRINT NAME _____ **SIGNATURE** _____

DATE _____