



# before you place your order

- RECHECK STOCK** stock levels change daily.
- ARTWORK** is your art vector? send multi-color or specialty imprint process [[foil](#), [D4](#), [laser](#), [H4](#)] art for review.
- SHIP DATE** check website for current timelines.
- LARGE QUANTITIES/MULTI-COLOR** if ordering over 1000 pieces or 4+ color imprint art, production timeline quote is required.
- PRODUCTION** production timelines begin after pre-production order processing and proofing/production sheets are complete.  
See current estimated production times for more information.

# what to include on your PO

- KEY INFO** include all information on your PO vs the submittal email.
- CONTACT** list primary contact who will manage approvals and all communication.
- ITEM # OR ITEM NAME AND COLOR**
- ITEM QUANTITY**
- DECORATION METHOD AND/OR PMS COLORS** make sure everything is listed on PO.
- ARTWORK IN CORRECT FORMAT**
- SHIP TO ADDRESS**
- SHIP METHOD**
- CORRECT PRICING** refer to website or ETS provided pricing.

**DELAYS IN PROOF APPROVALS, PRICE CORRECTIONS, ACCOUNTING REVIEW, OR OTHER PENDING REQUESTED INFORMATION WILL DELAY PRODUCTION**

# after you place your order

- IMMEDIATE** order confirmation email.
- 3 DAYS** for order details to appear on portal, creation of proof or production sheet, accounting review, QC and more.  
\*Timing may change and subject to demand.
- PRODUCTION TIMELINES** Once necessary pre-production steps are completed including proof approval, estimated production timeline will begin.
- ORDER TRACKING** check status on portal by searching your PO. This will automatically be emailed to the main email included on order.
- QUESTION** email your CES and include PO on subject line.
- COMMUNICATION** keep all communication on the same email thread.