



# ORDER CHECKLIST

ALL ORDERS WILL REQUIRE THE FOLLOWING INFORMATION TO BEGIN PRODUCTION PROCESS

## ORDER TYPE

- Silk Screen
- Embroidery
- Digital Transfer (SSP)
- Glass

## YOUR CUSTOMER'S INFORMATION

Your Customer's Name \_\_\_\_\_  
 Job Name \_\_\_\_\_  
 PO# \_\_\_\_\_ Date Required \_\_\_\_\_

## SHIPPING INFORMATION

- Customer P/U
- UPS Ground
- UPS Next Day
- Fed Ex

Ship To \_\_\_\_\_ Ship From \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Billing Information THIRD PARTY BILLING? \_\_\_\_\_

## DECORATION INFORMATION

Placement (there can be more than one location/placement per garment)  
 Left chest  Full Back  Full Front  Center Chest  Right Chest  Sleeve (right/left)  Leg (right/left)  Other  
 Pantone Colors (Solid Coated Swatch Library) or Embroidery Thread Colors (Madeira)  
1    2    3    4    5    6    7    8    9

Notes: Any special instructions as far as imprint Size or Placement that would differ from Silver Screen standards. See standard placements on portal homepage

## PRODUCT INFORMATION

Supplier \_\_\_\_\_ Style Number \_\_\_\_\_  
 Item Description \_\_\_\_\_ Item Color \_\_\_\_\_  
 Quantities by Size XS S MD L XL 2XL 3XL 4XL 5XL OTH

Your PO# or Silver Screen Work Order# must be on the outside of each box. All Orders must be in own box.

## FINISHING INFORMATION

Special Packing Instructions  
 Custom Boxes  Hand Tagged  Individually folded  Bagged  Labeled

# GUIDELINES & GENERAL INFORMATION

## Ordering

We accept Purchase Orders by email, fax, or web via our Customer Portal. All Purchase Orders must include the information listed on our "Required Info Guide". Any purchase orders submitted will be held and production time will not begin until all required information is submitted. Please confirm all prices and order details (including art) when approving the order acknowledgement on the Silver Screen Customer Portal.

## Pricing

We have a couple pricing tiers that are tailored to the needs of each individual customer. Each tier is a percentage discount off our published Price List. Our pricing is based on the relationship we have with each individual customer and the amount of service Silver Screen provides to that customer. Please ask about what's involved to partner on a better price tier. Silver Screen reserves the right to change published prices at any time.

## Production Time

Silver Screen has a production time of 5 business days from receipt of the PO and final art file, 4 business days from receipt of correct product, and 3 business days production time from approval of the order acknowledgement. Purchase orders, product, or final art approval received after 4:00pm daily will be entered the following business day. Jobs will be completed by 4:00pm on the day of the estimated ship date.

## Rush Service

Jobs needing a quicker production time may be subject to a rush charge. Rush Service must be approved by a Silver Screen Customer Service Rep before submitting your PO. Depending on current production demand, a rush fee may incur.

## PRODUCTION SCHEDULE EXAMPLE

MON	DAY 0	TUE	DAY 1	WED	DAY 2	THURS	DAY 3	FRI	DAY 4	SAT	SUN
	PO Received Final Art		Product Arrives		Proof Approval						
			PreFlight				25% Rush PrePress		50% Rush Production		
MON	DAY 5	TUE	DAY 6	WED	DAY 7	THURS	DAY 8	FRI	DAY 9	SAT	SUN
	DELIVERY 100% Rush Ship										

## Customer Proof Approvals

Customers must approve their art proof and pricing on every order before production can begin

## Receiving

All inbound shipments are FOB factory and Silver Screen is not responsible for shipments delayed or lost in transit. Goods will be counted for accuracy upon arrival, any discrepancy will be reported to the customer via the Customer Portal. All incoming shipment must be labeled with the corresponding PO# in our system. Goods should be sent to:

Your Name - Your PO #  
c/o Silver Screen Printing  
1135 S. Rock Blvd. Suite 340  
Reno, NV 89502

## Open Terms

Net 30 day may be granted upon approval of a signed credit application. A finance charge of 1.5% per month (18% ARP) will apply to any unpaid balance beyond established terms. Silver Screen reserves the right to revoke open terms at any time.

## Credit Cards

We accept payment by Visa or Mastercard at the time of invoicing without the addition of a convenience fee. A convenience fee will be added when any open account balance is paid with a credit card.

## Business Hours

Our customer service hours are from 8:00am to 5:00pm PST Monday through Friday. Our shipping cutoff time is 4:00pm daily.

## Corporate Headquarters

Silver Screen Printing and Embroidery  
1135 S. Rock Blvd. Suite 340  
Reno, Nevada 89502

phone: 775-825-9079

fax: 775-825-9081

[www.silverscreenprinting.com](http://www.silverscreenprinting.com)

