



ORDER CHECKLIST

ALL ORDERS WILL REQUIRE THE FOLLOWING INFORMATION TO BEGIN PRODUCTION PROCESS

ORDER TYPE

Silk Screen Embroidery DIGI (Digital Transfer) DTG (Direct to Garment)

YOUR CUSTOMER'S INFORMATION

Your Customer's Name _____
Job Name _____
PO# _____ Required Ship Date _____

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, 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 seven (7) business day standard production time. We will give each job an estimated ship date of 7 days from our receipt of the purchase order and the final art file. We will change the estimated ship date to 5 days from the receipt of the correct product, and 2 days from the approval of your e-proof on our customer portal. Art Proof production time is within 2 days of receipt of all product. Early proofing will be subject to an additional fee. Jobs will be completed by 5:00pm the day of the estimated ship date. Purchase orders or final art files received after 3:00pm daily will be entered the following business day. Please allow for additional production time for large orders, or orders requiring names and/or numbers. Any Jobs that include fulfillment services will require an additional two full production days after decoration is complete. Jobs needing a quicker turn around time may be subject to a rush charge. Please call for availability.

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 Checked in				Proof Available			Proof Approval		
						25% Rush					
MON	DAY 5	TUE	DAY 6	WED	DAY 7	THURS	DAY 8	FRI	DAY 9	SAT	SUN
In Production			Ship/Pick Up			Additional VAS Services					
50% Rush		100% Rush									

Customer Proof Approvals

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

Receiving

Your product will need to be provided to Silver Screen. It can arrive to us in three different methods: customer drop off, a third party carrier, or via the PSST program from SanMar. In any and all of the above methods of delivery, the **reference # from the vendor is required on each box and needs to match the PO#** provided to us. Each order placed with the vendor can only contain one order placed with Silver Screen. If you have samples or multiple orders in one box, the entire order will either be returned to you, or a sorting fee will be charged based on the complexity of the job. Goods should be sent to:

Your Name - Your PO #
c/o Silver Screen Printing and Embroidery
1135 S. Rock Blvd. Suite 340
Reno, Nevada 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, Mastercard, Discover, or American Express 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

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