



# NEW ACCOUNT PACKET

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Thank you for the opportunity to partner with your organization as a business contract decorator. We want to tell you a little bit about Silver Screen and our future relationship together.

Silver Screen exists to provide quality screen printing, embroidery, and other new technologies in the decoration of textile items. Our goal is to make contract decoration as easy and profitable as possible. We are the perfect balance between art and business. Silver Screen is a family owned and operated company, with almost 20 years in the apparel decoration industry. We have the knowledge and expertise to help you with almost any decoration method you or your customer would need.

We feel it is important not only to provide a service for you, but to also have a working relationship with you. As in any relationship, we feel communication is the key. The following pages include some information about how we work so that we can succeed together.

The first item is a new account setup form. Please fill out the form so we can update our records with your information. The **User Name** and **Password** will be used for access to our customer portal through which all communication regarding orders will occur.

The second item is a credit application for Terms billing with us. If you would like to have a Net 30 terms account, fill out the Trade References section. If you would like to have a COD account, a credit card is needed on file as the required form of payment.

The third item is a description of how all typical orders will flow through Silver Screen from start to finish. As well as our Contract Decoration Agreement.

The last item is a proof of Nevada Resale Certificate. If you don't have a Nevada Resale number, please attach a copy of your States Resale Certificate.

We look forward to a successful partnership with you.



# BUSINESS INFORMATION

ASI/PPAI # (or other): \_\_\_\_\_

Business Name: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Country: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Business Email: \_\_\_\_\_

Primary Contact: \_\_\_\_\_ Title: \_\_\_\_\_

Primary Contact's Email: \_\_\_\_\_

EIN Number: \_\_\_\_\_

Check One:

Corporation  Partnership  Proprietorship

Type of Business: \_\_\_\_\_ Years in Business: \_\_\_\_\_

Number of Employees: \_\_\_\_\_ Aprox Annual Sales Volume: \_\_\_\_\_

Business Operates From:

Own Building  Office Building  Home  Other \_\_\_\_\_

## PORTAL LOGIN ACCOUNT

Admin User: \_\_\_\_\_ Password: \_\_\_\_\_

Admin Contact's Email: \_\_\_\_\_

Please return by email to: [info@silverscreenprinting.com](mailto:info@silverscreenprinting.com) • Attn: Credit Department

# CREDIT APPLICATION

## TRADE REFERENCE

Not required for COD accounts.

If you are approved to be a terms customer with us, you will be invoiced on Fridays for that weeks services rendered. You will have 30 days to pay that invoice. You can choose to pay by cash, company check, or credit card. If you want to leave a credit card on file with us, please fill out the information below.

Vendor Name: \_\_\_\_\_

Vendor Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Country: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Vendor Email: \_\_\_\_\_

Vendor Contact: \_\_\_\_\_ Title: \_\_\_\_\_

Vendor Contact's Email: \_\_\_\_\_

## COD ACCOUNTS

As a COD customer of Silver Screen, you are required to have an active Credit Card on file with us as a form of paying current and/or past due invoices. One to three days after the completion of your order we will create an invoice and process this Credit Card for payment. We will e-mail you a paid invoice for your records.

Card Type:

VISA

Master Card

Discover

American Express

Name on Credit Card: \_\_\_\_\_

Billing Address of Card: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_ C-ID #: \_\_\_\_\_

I give Silver Screen Printing authorization to charge the invoiced amount to this credit card on all my orders placed with Silver Screen, until I revoke this authorization in writing. I have also read and signed Silver Screen's Contract Decoration Agreement (page 4 of 5 on this document).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name (please print): \_\_\_\_\_

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# CONTRACT DECORATION AGREEMENT

Silver Screen is a business contract decorator that provides only those services necessary to embroider, print, or otherwise decorate on customer provided wearables. These services include but are not limited to art separations and edits, embroidery digitizing, and physical decorating. As our customer, you are responsible for all artwork, apparel, decorating instructions, and shipping.

## Typical Order Process

You will need to enter a complete order with all information details via the Silver Screen Customer.

**This includes your:**

- Order info** - PO#, Your Customer's Name, Job Name, Ship Date
- Garment info** - Vendor Name, Garment Style, Color, Size Breakdown
- Imprint info** - Vector art with fonts outlined, Ink Colors, Placements, Special Instructions
- Shipping info** - Address, Method, Third-Party billing Account# and Zip Code

Your product will need to be provided to Silver Screen. It can arrive to us via customer drop off, a third party carrier, or the PSST program from SanMar. With all the above methods of delivery, **the reference # from the vendor is required on each box and needs to match the PO# provided to us.** If boxes arrive without the correct reference or with no reference, your check in may be delayed and additional charges may apply. Each order placed with the vendor should only contain one order placed with Silver Screen. If you have multiple orders in one box, the order will either be returned to you or a sorting fee will be charged based on the complexity of the job.

Silver Screen has a seven (7) business day standard production time, subject to change based on demand. 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. Your estimated ship date will move each day that we do not have all required components.

Art proof production time is within 2 business days of receipt of all product. Early proofing can be provided on a discretionary basis and 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 on large orders, complex orders with several prints, or orders requiring names and/or numbers. Mill defects such as holes and stains will be noted and separated from the order if found before or during decorating. Any orders that require fulfillment or value added services may require an additional two full production days after decoration is complete. Orders needing a quicker turnaround time may be subject to a rush charge. Please contact us for availability and pricing.

We have a 0% spoilage policy on orders less than 36 pieces, and 2% or 2-piece spoilage on orders over 36 pieces based solely upon Silver Screen's inspection of nonconforming garments (damages). In the rare event a job is decorated incorrectly, we require that all nonconforming garments be returned to us for review. Silver Screen will cover the cost of returns unless otherwise noted. Garments will not be replaced if they are not returned. Nonconforming garments must be confirmed and agreed with Silver Screen based upon the approved production proof. Examples of nonconformance include: errors in placement within a 1/4" tolerance, errors in imprint quality, and PMS or thread color mismatch. Silver Screen will replace agreed damages as a priority and cover all associated costs unless otherwise noted.

We will blind ship all packages with a label including your name, your customers name, PO, and the contents of each box. Unless otherwise directed, all apparel will be repacked in the original packaging and folded with printer's fold.

Silver Screen will provide an invoice within 1-3 business days from order completion.

**I have read the Contract Decoration Agreement and agree to follow Silver Screen's Typical Order Process.**

**Date** \_\_\_\_\_ **Signature** \_\_\_\_\_

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# RESALE CERTIFICATE

## NEVADA RESALE CERTIFICATE

If you don't have a Nevada Resale Number, please attach a copy of your State Resale Certificate

I hereby certify that I hold valid seller's permit number \_\_\_\_\_ issued pursuant to chapters 372, 374 and 377 of the Nevada Revised Statutes; that I am engaged in the business of selling \_\_\_\_\_; and that the tangible personal property described in the second paragraph of this certificate, which I purchase from: Silver Screen Printing will be resold by me in the form of tangible personal property.

I further certify that in the event any of the property is used for any purpose other than retention, demonstration or display while I am holding it for sale in the regular course of business, it is understood that I am required by chapters 372, 374 and 377 of the Nevada Revised Statutes to report it and pay the tax measured by the purchase price of the property.

**Description of the property to be purchased:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Purchaser:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Date:** \_\_\_\_\_ **time** \_\_\_\_\_

**Signature of Authorized Purchaser:** \_\_\_\_\_

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