



NEW ACCOUNT APPLICATION

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WELCOME

Thank you for your interest to partner with Silverscreen as your contract decorator. Silverscreen exists to provide quality decorating on various textile items, and to make decorating as easy and profitable as possible. We are a locally owned and operated company with almost 20 years in the industry, giving us the knowledge and expertise to help you with almost any decorating needs.

We aim to not only be a reliable service provider, but to foster a healthy partnership that will drive your business forward. With an ever expanding range of services and products, and an online portal that makes tracking your orders easier than ever, we're eager to find a solution that meets your individual needs. The following pages include some information about how we operate so that we can succeed together.

The first item is our Contract Decoration Agreement, please review the agreement carefully and reach out to us with any questions or concerns before signing and returning the packet.

The second item is a new account setup form, this will be used to generate your billing and company profile if we find your application to be a good fit for Silverscreen. Please include any additional information or instructions, such as a resale certificate, as attachments with your returned packet.

The third item is a portal login form. The username and password will be used for access to our customer portal through which all communication regarding orders will occur. If you have no 3rd party shipping account or prefer not to use it, you can leave it blank and Silverscreen will bill you for freight with your order.

The third item is a credit application for terms billing. If you would like to be set up with billing terms, please fill or attach trade references to your returned packet. If you would like to have a POC account, your card will be charged at the time of billing and a confirmation emailed to the billing contact on file.

We look forward to reviewing your company information and beginning the next steps in your account application.



CONTRACT DECORATION AGREEMENT

Silverscreen Decoration & Fulfillment (Silverscreen) is a contract decorator that provides services necessary to embroider, print, or otherwise decorate on wearables or other textile items. As our customer you are responsible for supplying all artwork, blank apparel, decorating instructions, and shipping instructions. Once your application has been approved, you will receive a confirmation email with your price sheets attached. Price tiers are subject to change at the discretion of Silverscreen management if expected order volumes are not met.

We recommend that you submit orders directly to our customer portal, but purchase orders can be sent in for manual processing - administrative fees may apply. A PO number, product details, and art instructions are required before we can begin processing your order. Production begins only after we have received all product and final art approval.

Screenprint artwork must be supplied in fully vector format with all fonts outlined (ai or fully vector pdf files are preferred). Artwork can be redrawn or edited by request only - edits are subject to the fees listed on your price sheets when assigned. Embroidery artwork should be supplied as an emb file. Submission of jpeg, pdf, dst, or other art files may be subject to additional fees at the discretion of Silverscreen.

If you are sending in your own product, it must arrive with the PO number submitted to our customer portal for proper receiving. If the PO number is incorrect, missing, or your order has not yet been entered to the customer portal when product arrives, it will be logged to our storage bay - additional fees may apply. Product can arrive to us via direct drop-off, 3rd party carrier, or LTL. Each order placed with your vendor should only contain one order placed in the Silverscreen customer portal. If you have multiple orders in one box, the order will either be returned to you or a sorting fee will be assessed based upon the complexity of the job.

Silverscreen has a seven (7) business day average production time. Lead times are subject to change based upon demand and will be advised via the dashboard of the customer portal. Please allow additional production time for large or particularly complex orders. We will give each order an estimated ship date of 7 days from our receipt of the purchase order, product details, and all expected art files. We allow 2 days for product delivery, if product is delayed past 2 days from order submission, your estimated ship date will change to 5 days from the date we receive final product. Art proofs can be expected at least 3 business days prior to the estimated ship date per order and approval is required before production time begins. An art proof is required for every order, including repeat orders and replacements. Any orders that require fulfillment or value added services may require an additional two full production days after decoration is complete. All ship dates are estimates only unless noted otherwise. Firm ship dates or rush options are available upon approval with additional fees, contact us per order.

We will blind ship all packages with a label including your name, your customers name, PO number, and the contents of each box. Unless otherwise directed, all apparel will be repacked in the original packaging and folded with printer's fold. Silverscreen will provide an invoice within 1-3 business days from order completion. As our customer you are responsible for providing the carrier and ship method you'd like us to use. For LTL or international shipments, we require any and all necessary documentation be provided to us prior to carrier pickup.

We have a 0% spoilage policy based solely upon Silverscreen'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. Silverscreen will cover the cost of returns unless otherwise noted. Garments will not be replaced if they are not returned or found to be decorated within tolerance of the approved production proof. Examples of nonconformance include: errors in placement within a ¼ inch tolerance, errors in imprint quality, and PMS or thread color mismatches. Silverscreen will replace agreed damages as a priority and cover all associated costs unless otherwise noted.

I have read, understand, and agree to comply with Silverscreen's Contract Decoration Agreement.

Date _____ **Signature** _____

BUSINESS INFORMATION

ASI/PPAI # (or other): _____

Business Name: _____

Billing Address: _____

City: _____ State: _____ Zip: _____ Country: _____

Telephone: _____ Fax: _____

Billing Email(s): _____ Billing Contact: _____

Primary Contact: _____ Title: _____

Primary Contact Email: _____

Primary Contact Phone: _____

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 _____

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.

Date _____ Signature of Authorized Purchaser: _____

CREDIT APPLICATION

TRADE REFERENCE

Not required for POC accounts.

If you would like to apply for net 15 terms, please fill in or attach 3 credit references. You can choose to pay by cash, company check, or credit card. POC (Pay on Completion) accounts will be billed the day of invoicing, typically within 1-3 days of order completion. A credit card is required for POC accounts.

Vendor Name: _____

Vendor Address: _____

City: _____ State: _____ Zip: _____ Country: _____

Telephone: _____ Fax: _____

Vendor Email: _____

Vendor Contact: _____ Title: _____

Vendor Contact's Email: _____

Vendor Name: _____

Vendor Address: _____

City: _____ State: _____ Zip: _____ Country: _____

Telephone: _____ Fax: _____

Vendor Email: _____

Vendor Contact: _____ Title: _____

Vendor Contact's Email: _____

Vendor Name: _____

Vendor Address: _____

City: _____ State: _____ Zip: _____ Country: _____

Telephone: _____ Fax: _____

Vendor Email: _____

Vendor Contact: _____ Title: _____

Vendor Contact's Email: _____

PORTAL PROFILE

PORTAL LOGIN ACCOUNT

Silverscreen will use the information provided here to populate your customer portal profile. Additional users can be requested anytime. Portal access can be removed for any user upon request from an admin user or primary business contact.

Admin Name (First | Last) : _____

Admin Contact Email: _____

Admin Contact Phone: _____

Additional Name (First | Last): _____

Additional Contact Email: _____

Additional Contact Phone: _____

Admin User:
Yes No

Additional Name (First | Last): _____

Additional Contact Email: _____

Additional Contact Phone: _____

Admin User:
Yes No

Additional Name (First | Last): _____

Additional Contact Email: _____

Additional Contact Phone: _____

Admin User:
Yes No

DEFAULT SHIPPING

Ship From Address (If different than billing address): _____

3rd Party Shipping Account:

Account Number: _____

Billing Zip Code: _____

NEXT STEPS

STEP 1

Congratulations, you have completed the “New Account Application”. Return the completed packet to our team for review.

STEP 2

Next, we'll reach out to schedule a discovery call. This call allows us to learn more about your business needs and expectations. Gaining insight into what you're looking for in a contract decorator helps us determine if we're the right fit for your requirements.

STEP 3

If we determine that your company is a good fit, you'll be assigned a dedicated Customer Support Specialist (CSS). From there, we'll schedule a call with your CSS to kick off the onboarding process. During this call, we'll walk you through our order management system and address any questions you may have.

