



www.trevcoinc.com

Trevco, Inc. offers products at wholesale prices to retail accounts only.

ORDERING:

Orders may be placed via website (www.trevcoinc.com), e-mail, phone or fax. When placing an order, indicate your customer number, ship-to address, the style number, description, color, quantity, and price of each item. Following this procedure will save time and eliminate errors. Please be sure to state any special instructions in detail when placing your order.

SHIPPING:

All orders are shipped FOB factory. Every effort will be made to ship orders within 3-5 days if received by 3:00 P.M. Eastern time and pending credit approval. Contact our Sales Department to discuss shipping times on large orders. Shipping/Handling and Insurance charges will be added to the invoice. Next-Day Air, 2-Day Air, and 3-Day Select shipments are available upon request at the customer's expense. Trevco Sportswear will not be liable for any delay in the delivery of goods by the carrier or for damages to the goods caused by the carrier.

PRICES:

- Digitally Printed Orders -- All prices are indicated in our catalog. Prices are subject to change without notice.
- Screen Printed Orders -- 300 piece minimum per design. Call for pricing.

MINIMUM ORDER REQUIREMENTS:

- Our Minimum Order requirement is \$150.00 per shipping location in any assortment of product. (does not apply on drop ship orders)
- Screen printing of non-stock tee shirt items -- 300 pieces per design.
- Special order Zippo items -- 30 pieces per design.
- A \$15.00 surcharge will be applied to all orders placed below the \$150.00 minimum.
- Backorders will not be shipped without your pre-approval and are subject to the \$150.00 minimum requirement.

CLAIMS & RETURNS:

If you have a problem or discrepancy with an order, contact our Customer Service Department at: info@trevcoinc.com or (248) 526-1400.

Trevco will only accept returns on items that do not meet the requirements of the purchase order:

- The customer receives a different item number than specified on the order.
- The item has a printed or material flaw, picture documentation is required. Standard sublimated marks are exempt.

Trevco will not accept returns for the following reasons:

- The customer does not like the print.
- The customer does not like the base item color.
- In transit damage.

All claims for shortages, damages, etc. must be made within 24 hours of receipt of the merchandise. Returns will not be accepted without a valid "Return Authorization" number.

- Before any goods are shipped back to Trevco, the customer must request a return authorization number.
- All returns must be approved in advance by an authorized Trevco Sportswear representative.
- The Return Authorization documentation must be included with the return shipment.
- The Return Authorization number must be clearly written on the return packaging, any returns without Return Authorization information will be refused at Trevco's facility.

No Cash refunds. Defective merchandise will be exchanged for good merchandise of equal value only. All unclaimed or refused shipments are subject to a 15% restocking charge plus applicable freight charges.

TERMS:

You must pre-pay for your order before it is processed unless terms are established in advance!

a) CREDIT CARDS:

You can pre-pay for your order using your VISA, Mastercard, Discover, or American Express charge card.

b) CHECK BY FAX:

You can pre-pay for your order by using our "Check by Fax" payment system. It's fast and offers the best cost savings. Simply fax a copy of your company check to 248-526-1435 and we will electronically process your payment using the information provided on the check. Future "Check by Fax" transactions will only require a check number and verification that there have been no changes to your account information.

c) NET TERMS:

The initial order for new customers will be shipped via one of the pre-paid methods noted above. Customers requesting Net 30 terms will be required to complete and sign a detailed credit application with our Factor, CIT Financial Group. Net 30 terms will be considered and approved by CIT after a careful review of the customer's references. If Net 30 terms are not approved, orders will be shipped via one of the pre-paid methods noted above.

RETURNED CHECKS:

There will be a \$25.00 charge for all NSF checks. Future orders, if approved by Trevco, will then be shipped "Pre-paid" only.

REFUSED ORDERS:

If an order is refused, your terms will change to "Pre-pay" via Check by Fax, Cashier's Check, Money Order, or Credit Card. All shipping and/or handling charges from the original refused shipment(s) must be paid before new orders will be processed.

SAMPLES:

Samples will be shipped upon customer request, and will be invoiced at current list price. Shipping charges to send or return the samples are the requesting customer's responsibility.

CONTACT US AT:

1900 Stephenson Hwy., Troy, MI 48083
(248) 526-1400 • Fax (248) 526-1435

MISSION STATEMENT:

Earning and keeping the respect and trust of the customers we serve is the key to our success. Due to the care and conscientiousness that we place in our work, as well as the high level of integrity we have upheld throughout the years, we have developed strong and lasting business relationships with our customers. Our goal is 100% customer satisfaction. We look forward to including your company in our long list of satisfied customers.