

# Production Lead-Time Policy

EFFECTIVE: 10/4/2019

# TREVCO

**DROP-SHIP ORDERS** - 5 Working Days or Less (subject to change during November/December "Peak Season").

**BULK ORDERS** - Production Lead-Time depends on order size, decorating process and finishing requirements.

## ADDITIONAL TERMS

- Production lead-times are based on "working days" only, usually Monday through Friday, excluding holidays.
- Orders received after 5:00 PM EDT (excluding non-working days and holidays) are considered "received" on the next business day.
- "Finishing" (Folding, Bagging, Tagging, etc.): Delays of a day or more could occur.
- Orders received with incorrect item SKU#: Delays of a day or more could occur.
- Orders received with the incorrect "Ship to" address: Delays of a day or more could occur.
- Customers on "Credit Hold" or orders that need "Credit Approval": A & B). Order(s) will be held until the credit issues have been resolved.
- Out-of-Stock Items: Out-of-stock items for "Drop-Ship" orders are ordered the same day the shortage is discovered so, for all intents and purposes, an additional delay of a day or two could occur while we wait for the replacement items to arrive. If we cannot ship within this additional time frame you will be notified. However, with regards to out-of-stock items for "Bulk Orders", we fill and ship what we can and then you must re-order those out-of-stock items (we call this our "fill & kill" policy).
- Orders containing a combination of DTG and Sublimation: A & B). Due to differences in decorating and production processes, orders containing a mixture of these two types of items will be shipped separately regardless of quantity.
- Products produced by our 3rd-Party Manufacturer: As a rule of thumb, this manufacturer follows the same schedule established above for Trevco's DROP SHIP ORDERS.
- Expedited Shipping (Next Day, 2-Day, etc.): The above production lead times apply to all orders including those with expedited shipping requirements. As always, we will do our best to process your expedited orders in a timely fashion.
- Please note that Trevco is not responsible for common carrier delivery schedules and/or times. Please consult your common carrier representative for accurate shipping days, especially during the November/December "Peak Season".
- "Drop-Ship Fee" Policy (NO EXCEPTIONS): \$2.00 for the first item plus \$1.00 for each additional item in the same order (same "ship-to").
- "Finishing" Charges:
  - Folding w/Poly Bag & SKU Sticker - \$0.50/both
  - Price Ticket or Hang Tag - \$0.25 each

**Note:** Additional finishing services such as Size Strips, Hangers, Pre-Packs, etc., are priced out on an order-by-order basis depending on specifics.

**Questions? Contact Customer Service at [helpme@trevcoinc.com](mailto:helpme@trevcoinc.com)**

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