



“PRODUCTION LEAD-TIME” POLICY

EFFECTIVE: 1/1/2018

DROP-SHIP ORDERS – For DTG, Sublimation and/or Wall Art orders shipping Direct-to-Consumers – **Five Working Days or Less** (Subject to change during November/December “Peak Season”).

BULK ORDERS – For Screen Print, DTG, Sublimation or Wall Art orders shipping direct to our Wholesale or Retail Customers – Timing depends on order size, decorating process and finishing requirements.

ADDITIONAL TERMS

- Production lead-times are based on “working days” (usually Monday through Friday).
- Orders received after 5:00 PM EDT (excluding non-working days) 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”: Order will be held until the 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 decide if you want to re-order any out-of-stock items (we call this our “fill & kill” policy).
- Orders that contain a combination of DTG, Sublimation or Wall Art items: Due to differences in decorating and production processes, orders containing a mixture of these types of items will be split and shipped separately regardless of quantity.
- Products produced by our 3rd-Party Manufacturers: 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 eachNote: 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