

TREVCO

Terms and Conditions

ORDERING: Orders may be placed via website (www.trevcoinc.com) by the following methods: FTP, API, and B2B/B2C portal. E-mail, phone or fax orders will be accepted with the addition of a manual entry fee of 20% (minimum \$20). 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. Requests for specific shipping methods cannot be guaranteed but will be accommodated on a case by case basis. [Shipping Methods and Weights](#)

MINIMUM ORDER REQUIREMENTS:

- 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.
- A \$15.00 surcharge will be applied to all orders placed below the \$150.00 minimum.
- Backorders will be closed and will require re-order with a new PO. Please note these 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: HelpMe@TrevcoInc.com or (248) 526-1400.

- The subject must include the purchase order provide, if the claim is not related to a specific order, the subject must be the customer ID provided during set up.
- One case per purchase order. Please reply to the original case created.
- Any claims submitted to personal emails cannot be monitored, therefore will not be reviewed

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

- The customer receives a different item than specified on
- The item has a print or material defect (i.e. shirt seam not complete, printing not up to standards) [Sublimation Imperfections](#)
- Picture documentation is required.

Trevco will not accept returns for the following reasons:

- The customer does not like the design.
- The customer does not like the base item color.
- The customer ordered the incorrect size. [Sizing Charts](#)
- In transit damage.

All claims for shortages, damages, etc. must be made within 30 days of receipt of the merchandise. Returns not pre-authorized will result in no refund or credit.

- 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.
- 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 an additional 15% restocking charge plus applicable freight charges.

PRICES: [Products and Pricing](#)

- 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.

TERMS: [Trevco Customer Account Application](#)

You must pre-pay for your order before it is processed unless terms are established in advance! Terms are non-negotiable and set based on account type. No exceptions!

CREDIT CARDS: [Trevco Credit Card Authorization Form](#)

You can pre-pay for your order using your VISA, Mastercard, Discover, or American Express charge card. Please note -- shipping may be charged separately after calculated at the time of shipment. Orders will not be processed before payment is received.

PAID IN ADVANCE BY CHECK / ACH:

You can pre-pay for your order by requesting an ACH funds transfer form to the email AR@trevcoinc.com. Pay in advance methods will require 2-day processing time before order is shipped. Payments can be submitted by mail or email.

NET 5 / DROP SHIP:

For all drop ship B2C customers, all orders shipped will be invoiced immediately on the shipment date. The following Monday the consolidated invoiced dollar amount from the previous week will be charged to the credit card on file. If Trevco cannot collect these funds the account will be placed on hold and a \$35 NSF fee will be charged within 24 hours if balance is arrangements have not been made to pay in full. AR will contact the primary account holder to secure payment. If failure to provide a valid form of payment persists the account will be changed to pre-pay terms.

NET 30 / BULK SHIPMENTS:

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 and provide any additional information needed by the determining entity. Net 30 terms are approved by an outside credit review agency. If Net 30 terms are not approved, orders can be shipped via one of the prepaid methods noted above. Accounts delinquent over 30 days or persistently overdue will result in orders being placed on hold and possible revoking of terms as well as notification to appropriate credit agencies.

RETURNED CHECKS AND CREDIT CARD DECLINES:

There will be a \$35.00 charge for all NSF transactions. Future orders, if approved by Trevco, will then be shipped "Pre-paid" only. Continuous payment issues will result in termination of customer account(s) and buying privileges.

REFUSED OR CANCELLED ORDERS:

Third party / MWW orders cannot be canceled, edited or refunded.

In house orders can **only** be cancelled within 1 hour of submission. Contact Trevco **immediately** by phone to find out if the order can be cancelled without charge. If it is too late to cancel the order the "ship to" information can be changed to ship to your facility or where ever you choose (prior to shipment). Refused orders without prior consent will not be credited. If repeated cancellations or refusals are received your terms will change to one of the prepaid methods.

SAMPLES:

Samples will be shipped upon customer request, and will be invoiced at current list price.

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.