

General Information and Ordering Information

General Information

Standard Production and Delivery Time - (Personalized merchandise)

Items in this catalog that offer the option of imprinting your school name must be manufactured. Merchandise is manufactured at various locations throughout the United States and is shipped directly from the manufacturer to you. Allow 4 weeks from the date your order is received at *Promote* for delivery. The bronze outdoor signs can take up to 6 weeks for delivery. Sorry, we are unable to “rush” orders that must be manufactured.

Quik Ship Delivery Time - (Unpersonalized merchandise)

Quik Ship items are stocked on our shelves at *Promote*. This merchandise *is not* imprinted with your school name. You can expect to receive these items well before you receive your personalized, manufactured items. *Promote* processes **Quik Ship** orders within 2 business days after the receipt of your order. Our shipping provider, UPS, reaches all points in California within 2 business days. That means that schools that are even the most distant from *Promote*'s northern California location can expect delivery of their **Quik Ship** merchandise within 4 business days. Look for the **Quik Ship** symbol.

Shipping and Handling Charges

Shipping and handling charges are always 10% of your merchandise total.

California Sales Tax

The California State Board of Equalization requires *Promote* to charge sales tax on the total of their merchandise **and** shipping/handling. Their regulation applies when a flat shipping/handling rate is used for catalog sales. Refer to Ca. Reg. 1628, Code Sections 6010.5, 6011, and 6012.

Discounts

Take a 2% discount when you prepay for your order with a check. To take advantage of this discount you must mail your check and order together. *Schools using purchase orders may not take advantage of this special offer.*

When Paying with a Check

Mail *only* one (1) collective check for your total order. *We do not* accept multiple checks with your order.

Returns

We willingly accept returns if your merchandise is damaged, if your school name is spelled differently from your specifications, or if your merchandise does not match the description in this catalog or on our website. Contact *Promote* within two weeks of delivery for assistance.

Ordering Information

1. Decide how you are going to pay for your merchandise. Your order must include *one* of the following 2 payment methods:

- **Check:** prepay by sending a check along with your completed Master Order Form (which qualifies you for a 2% discount). Send one check *only*. Or,
- **Purchase Order:** submit a student body purchase order or a district purchase order along with your completed Master Order Form.

No matter how you pay, *always* fill out the Master Order Form. Keep a copy for yourself and mail or fax us that same information.

2. Choose how you want to place your order.



Mail: Mail your completed Master Order Form along with a pre-paid check or your purchase order.

If you would like to receive a 2% discount, you *must mail your completed Master Order Form with one (1) pre-paid check*, payable to *Promote*. Although this method is a few days slower, it is the most cost effective.

Purchase orders do not qualify for the 2% discount.



Fax: Fax your completed Master Order Form along with your *signed* purchase order.

If your district or school is faxing a PO on your behalf, remind them to fax your completed Master Order Form *with* their P.O.

3. Complete your Master Order Form, pages 1-5, that pertain to the items you are ordering. Remember to indicate how you want your school name to read on your merchandise for each item you order.

4. *Make a copy of your completed Master Order Form before you mail or fax it to us.* You will need to use your copy to count in and compare the shirts and other merchandise you receive with the exact quantities you provided us on your Master Order Form.

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