

1. Contact your local sales rep or call our office directly at (864) 400-3040 to get your account set up. Before our art department can start on any artwork for your team, a \$100 setup fee is required to be paid by check or credit card. This setup fee goes toward your order and is non-refundable. Once you have paid the \$100 setup fee, you will be assigned to one of our artists and will work directly back and forth with them to complete your artwork. Even if you are supplying your own files, our art department will need to check them over and confirm that they are ready to be submitted. For more detailed artwork instructions see our Artwork Guidelines.
2. To receive confirmed pricing, you will need to have an estimated number of items you plan to order. A price list is available on our website to give you some ballpark estimates. Once you have estimated order quantities (sizes are not necessary at this time), your sales rep or our internal account managers can help you finalize pricing. This pricing will be valid through the entire 2010 season as long as there are no art changes through the season.
3. Once you have received an order form with confirmed pricing and submitted a signed contract, you are ready to order samples. Download a Fit Kit Request Form from our website, or request one from your sales rep or account manager. Fill in the form completely and submit to ageib@hincapiesports.com. Your fit kit will be processed and shipped as soon as possible. Please understand that during peak season (October through February), there may be a wait for samples. Please be courteous and send samples back on time so that they can be sent out to other teams.
4. Complete the Order Form specifying sizes and quantities for each item. Incomplete order forms may delay your order. Minimum order quantities are 10 per each item on the price list unless otherwise specified. See the Price List for more details on pricing policies. Please note any event dates, if applicable, on your order form. We will do our best to accommodate event dates based on the current load in production, but it helps us to know about these events as early as possible so that we can schedule your order accordingly.
5. Send us a 50% order deposit along with your completed order form and approved artwork. Checks payable to Hincapie Sportswear, Inc., VISA, MasterCard and American Express are accepted. Once we receive your final artwork mockup, completed order AND a 50% deposit we will give you an estimated delivery date. **YOUR ORDER WILL NOT BE PROCESSED UNTIL WE HAVE ALL 3 OF THESE ITEMS.** You will have until your production artwork files are approved to make additions or changes to your order. Please note that any new items added to the order at a later date will be placed on a separate order and may be delivered later than the items on the original order.
6. Within 4-5 weeks of submitting your order, we will email you a set of cut art proofs. These proofs are the final renderings that you will see before the artwork goes to print, and you are responsible for reviewing all logos, colors, and pieces to ensure that all items will be printed correctly. You will have one week to approve these proofs without incurring delays on your delivery.
7. We will contact you when your order is almost ready to ship to request the final order payment and confirm your shipping address. All orders must be paid in full prior to shipping. Please feel free to contact us at any time with questions or concerns about your order at 866.359.4796.