



## How to Order

- 1) Call us to receive our custom order design sheet via email or download the sheet from our website at [www.HincapieSports.com](http://www.HincapieSports.com). Choose the colors you would like to use in your design. Pantone colors are preferred, but you are welcome to send a color sample if you desire an exact match and no pantone color is available.
- 2) Call us to receive official sizing samples. We require a credit card deposit, but your card will not be charged if the samples are returned, unused, within 30 days.
- 3) Complete the order form specifying sizes, quantities, Lycra® color and zipper length. Incomplete order forms may delay your order. Minimum order quantities are 10 per each item on the price list.
- 4) Assemble your camera-ready artwork and logos. Logos and artwork must be camera-ready images with a minimum resolution of 300dpi or Mac formatted Adobe Illustrator or Macromedia Freehand vector art files. Please submit electronic files via Mac formatted CD-ROM. Faxed and internet logos are not acceptable. Excessive artwork, file conversions and logo modifications will be billed at the rate of \$40 per hour.
- 5) Send a 50% deposit along with your completed order form and artwork. Design work on your order will begin after we receive your deposit. Checks payable to Hincapie Sportswear, Inc., VISA or MasterCard are accepted. A 3% convenience fee will be applied to credit card payments.
- 6) Our highly skilled art department will send you an official color proof of the final artwork within 10 days of receiving your deposit and materials. You are solely responsible for reviewing and approving the final color proof. Please note that any additional changes to the design may delay your order.
- 7) Fax us the official color proof with your signed final approval and we will begin the production of your order. Your order will be delivered to Greenville, SC 9 weeks after we receive your signed final approval. Please confirm the exact sizing breakdown and order quantities along with your final approval. Once you sign the final proof, no further changes can be made to your order.
- 8) When your order is ready to ship, we will contact you to arrange prepayment or COD shipping terms. Only COD checks or Money Orders are accepted.
- 9) Please feel free to contact us with any questions at 866-359-4796.