



ALD Embroidery, LLC
 6051 Barnum Rd
 Akron, NY 14001
 www.aldembroidery.com

ADDITIONAL INFORMATION:

- Reject rate is up to 2%: a credit will be issued for wholesale value on anything over 2%; maximum value per item: \$25.00
- Backorder charge (Embroidery/Screen Print): \$15.00 (If garments are on backorder, charge allows you to split order into two, but receive volume discount on each order.)

Embroidery Fulfillment

• Price based on all items being same style/color, and ship bulk, on a single order. If not, please add 25% processing fee

FOR QUANTITY PRICING: Must have same logo & be run simultaneously.

**Minimum order: \$20 New/ \$15 repeat
 up to 7 colors (for basic flat goods or hats)**

	1-5pc	6-11pc	12-23pc	24-71pc	72-143pc	144-287pc	288-499pc	500+pc
Up to 4000	\$16.17	\$9.06	\$4.42	\$3.65	\$2.78	\$2.32	\$2.23	\$2.11
5000	\$15.62	\$9.41	\$4.85	\$4.04	\$3.15	\$2.63	\$2.52	\$2.39
6000	\$16.20	\$9.75	\$5.27	\$4.42	\$3.52	\$2.94	\$2.81	\$2.68
7000	\$16.78	\$10.11	\$5.70	\$4.81	\$3.90	\$3.25	\$3.11	\$2.96
8000	\$17.36	\$10.45	\$6.12	\$5.20	\$4.27	\$3.56	\$3.40	\$3.25
9000	\$17.94	\$10.80	\$6.55	\$5.58	\$4.64	\$3.86	\$3.69	\$3.53
10,000	\$18.52	\$11.14	\$6.97	\$5.97	\$5.01	\$4.17	\$3.99	\$3.82
11,000	\$19.10	\$11.47	\$7.40	\$6.36	\$5.38	\$4.48	\$4.28	\$4.10
12,000	\$19.68	\$11.84	\$7.82	\$6.74	\$5.75	\$4.79	\$4.58	\$4.39
13,000	\$20.26	\$12.19	\$8.25	\$7.13	\$6.12	\$5.10	\$4.87	\$4.67
14,000	\$20.84	\$12.53	\$8.67	\$7.51	\$6.49	\$5.41	\$5.16	\$4.96
15,000	\$21.42	\$12.89	\$9.10	\$7.90	\$6.86	\$5.72	\$5.46	\$5.24
16,000	\$22.00	\$13.23	\$9.52	\$8.29	\$7.23	\$6.03	\$5.75	\$5.53
17,000	\$22.58	\$13.58	\$9.95	\$8.67	\$7.60	\$6.34	\$6.04	\$5.81
18,000	\$23.16	\$13.92	\$10.37	\$9.06	\$7.97	\$6.65	\$6.34	\$6.10
19,000	\$23.73	\$14.28	\$10.80	\$9.45	\$8.34	\$6.95	\$6.63	\$6.38
addt. 1,000	\$0.48	\$0.44	\$0.41	\$0.37	\$0.33	\$0.33	\$0.33	\$0.33

Special Handling

- Solvy: Add \$.50 per sq in.
- Call for pricing on specialty items
- 3d Embroidery \$1.50 per 25 sq in.
- Oversized Items, add \$1.00 Per item

Thread Charges

- Non-stock colors \$10 per Order
- Thread Color Change \$15 per Order
- Metallic/Specialty thread colors: Call for pricing

Special Packaging

- Polybagging: \$.60 per
- Size Stickers: \$.15 per
- Split Shipping: \$7.00 per additional address
- 3rd Party Shipping \$4.00 per order

Rush Services:

\$25 Minimum
5 Day: 50%/25% if Repeat
3 Day: 75%/35% if Repeat
<3 day: call



Fulfillment/Storage Fees

Storage rate:

Pallet 4'x4'x4' \$35 per month
Box 2'x2'x2' \$4.00

*Items are insured by customer, and "Additional Insured" certificate is required.

Handling Charges for web stores:

Receiving in, putting into storage, inventory, \$12.50 per box.

Pull full box ready to ship, UPS labeling, inventory, tracking, \$10.00 per Box (shipped in existing box)

Pull individual item and repack in shipping envelope or box with minimal package material, UPS labeling, inventory Tracking, \$10.00 per box/envelope. Discount may apply if customer provides orders in an electronic format that can be imported in our Operation System.

\$60.00 per hour for palletized shipments

Please note, price may change based on program. ie: special packaging for breakable items, large boxes, etc.

Labor Charges: \$60.00 Per hour per person

Includes such things as:

- Any labor required for movement, inventory or handling of inventory once it has been received into inventory.
- Any contact with the end-customer who placed an order (e.g. customer service).
- Any contact with the supplier (e.g. reordering goods).

• Order management (e.g. duplicate order checks). ALD Embroidery, LLC does not manage back-orders.

• Special Fulfillment packaging (ie: assembling 3 different items into one gift pack, gift wrapping, unpacking, etc.)

The handling fee for shipments on a third-party account is \$4.00 per box. Cut off to submit normal orders for same-day shipment is 1:00pm

Terms:

Blank Product Arriving Wrong: Customer will be notified in the event that the blank goods don't match the PO and order will be placed on hold if remaining blank products are not received here on time (see "Receiving Blank Product" section) unless customer wants a partial shipment, or ship the order complete with goods received (please note, pricing will be adjusted based on new order quantity). Estimated ship date will be revised once ALD received blank product arrival date.

Customer must provide a call tag for the blank product, or coordinate return with Customer Service within 48 hours, or blank product will go into storage and fees will apply. ALD will return blank product within one business day of receiving RA label. A \$12.00 fee per box will apply to process the RA, and coordinate the arrival of the new blank product. It is the customers responsibility to make sure ALD receives the RA shipping label, and blank product was shipped and received back by garment supplier. If product is not picked up within 30 days, product will become the property of ALD.

Change of Order After Approvals/Scheduling: Any changes to an order after all approvals and schedule will result in a \$10.00 charge.

Terms and Conditions

Credit & Terms: ALD Embroidery, LLC (ALD) requires new customers to pre-pay or use a credit card (Visa/- Mastercard/Amex) on their first 5 orders. Customers who display a solid record of order placement and prompt payment can apply for terms of Net 15 days.

Errors on Orders and Invoices: ALD Embroidery, LLC reserves the right to correct obvious mistakes in pricing on orders and invoices.

Prices: The ALD Embroidery, LLC price list is based on the quantity of a single purchase order, where all decorations and goods are the same. The total number of items submitted across multiple purchase orders does not qualify for quantity pricing, however for large orders we may make exceptions on this, please call management. Incoming products for each PO must be ship separately, and cannot be combined with other Purchase Orders. If they are, a \$65.00 hour charge will be applied to separate the orders out. Product must have the PO# that you submitted on your purchase order to ALD.

Damages/Quality Issues: ALD, and associated companies, are acting industrial operations providing Contract Embroidery, Contract Screen Printing and Vinyl Digital graphics, aka "heat pressed items". Scrap and waste (damages) are a normal and expected part of our operation. ALD takes great care to minimize damage during the production process. Please remember the industry average for damages is approximately 2%. It is the customer's responsibility to make sure there are enough blanks products available to produce the final count required by the order. ALD will reimburse damages above 1 pcs or over 2% of the hits of embroidery and will pay for the cost of a garment to a max of \$25.00 per garment, above the 2%. If the value of blank product exceeds \$25.00, then insurance can be purchased, and ALD will cover the full cost of the insured value. Please add 5% of the product value to the embroidery cost to insure items costing more than \$25.00. For example, if the product cost is \$60.00 then \$1.75 needs to be added to the embroidery cost ($\$60 - \$25 = \$35 \times 5\% = \1.75). For puff or specialty embroidery, damage policy is 4%.

Customer must inform ALD and request credit within 15 days of order shipping. For damaged goods not shipped with the order ALD donates these goods to local charities and homeless shelters. Damage's goods shipped with the order must be returned to ALD and proof of the garment wholesale cost must be provided before a credit is issued. ALD will not pay damages in excess of full job revenue. Credits will be issued only toward future orders with ALD, or existing invoices. Please note: ALD will sew all blanks received unless the extras are assigned to a separate order that is approved only if damages occur in the order. If order damage/s is under the 2% policy, then order will be shipped complete and customer will not be notified until invoice is sent the next business day. Orders must be done exactly how first order was processed, and additional changes cannot be made to re-runs, or only a partial credit may apply.

Job Approval: ALD requires the customer to sign a job approval for every order we process. This process is for the protection of the customer and ALD. If the customer waives the sign-off, by signing a "Job Approval Wavier" form or by requesting automatic sign off for all orders in writing, ALD will not be responsible for problems and customer will forfeit any and all credit or damage requests related to the job. Please note: ALD strives to provide the highest level of service and support to you and your clientele. The rigorous job approval process we go through lessens the chance we will experience service or quality problems with your order. We strongly advise our customers to never waive their signature on a job approval form.

Estimates: When ALD estimates the stitch count on a logo without digitizing the logo and there is a different stitch count when the logo is actually digitized, the new stitch count will be used for pricing. This means your pricing could be lower or higher than the quote we gave you. Logos may have to be modified to work well on different fabrics or garments; these changes can increase or decrease the stitch count thereby increasing or decreasing the price per logo/Job.

Production Time: Production time begins once a complete Purchase Order, acceptable art files, proof approval, garments and Order Acknowledgement are received. However, we will schedule your job based on an estimated ship date once we receive your order, and will work hard to meet that date, however, in order to do this, we must have an accurate PO with all the information needed to process, along with any vector artwork, and your ability to respond to question and approvals quickly is critical to meeting the ship dates. ALD will make every effort to make the ship date required. If for some reason we miss an event date, we will credit reasonable charges, up to the maximum amount of the order. If order is not a paid rush job, then overnight shipping charges will not be paid for any product not shipped on or before estimated shipping time.

Cancellations: Order cancellations must be confirmed in writing. Cancellations prior to production will be billed for all charges incurred up to that point. Completed orders will be billed in full. Garments not shipped may be requested to go to charity which will avoid shipping and warehousing charges.

Copyrights: Appropriate use of copyright marks and payment of licensed property royalties are the responsibility of the customer. ALD reserves the right to request proof of copyright permission, however, a lack of request or proof does not diminish the burden on the customer, furthermore, and customer agrees to hold harmless ALD Embroidery, LLC for any copyright infringement as a result of a customer engaging ALD Embroidery, LLC to print Copyrighted designs or logos without proper permission.

Vector Art: This type of Art is required for text and Logos made up of Solid (Opaque) Art. Vector files are crisp, clean, and non-pixel based art, comprised of mathematical shapes. They are infinitely scalable, which will not blur or distort when made larger. Accepted Vector Formats: EPS, Ai, PDF, CDR. *Please do not include Bitmap/Raster Images in Vector file*, convert text to outline/curves or do not compress or downgrade PDFS unless absolutely vital.

If Vector artwork is not provided, ALD can produce vector artwork for a charge of \$75 an hour.

Printing on Youth and Adult Garments: Unless specified in the quote and purchase order, it will be assumed that all the garments will be decorated with the same size artwork. If different size decorations are desired and specified, the decoration and set up charges will be based on separate runs and billed accordingly. Please call us to discuss the possibility of creating your artwork to accommodate all sizes.

Box Consolidation to save shipping charges: For a PO that has multiple boxes coming in, ALD will consolidate the goods to reduce the shipping cost. Due to this, and our recycling policy for boxes, your order may ship in a different box than it came in. Please specify on your PO if you do not want this for an order. You also have the option of requesting your order to ship in a new box, please place this on your PO, and see the back of our price list for box sizes and charges. As we strive to be Green, our policy is to reuse existing boxes, if they are in acceptable shape. The combination of these policies may cause your order to go out in a different box than it arrived in. if the box is recycled, labels will be covered up or removed.

Storage and Fulfillment: ALD charges \$35.00 per palette (up to 4'x4'x4') or \$4.00 per box, per month for product to be stored at ALD. Product left at ALD for more than a cumulative of 30 days before and/or after decorating become property of ALD or will be billed storage (above reasonable production and approval times). Please ask for a copy of our warehouse/Fulfillment fee schedule for more information about ongoing fulfillment programs.

Shipping: Our Standard shipping carrier is UPS, unless otherwise requested in writing on the purchase order. Complete packing and shipping information must be provided and finalized 3 business days in advance of your ship date. Shipping charges are based on average weight, box size, distance traveled, and declared value. We do not add shipping insurance unless instructed on the purchase order; declared values are your responsibility to declare if desired.

Unique Locations: Decorating over or by zippers, seams, collars or other unique locations can cause increased damage rates. We do not advise decorating in these locations, and if instructed to as such, ALD cannot be held responsible for these issues.

Special Materials: In the event that ALD orders special materials (heat transfers, specialty threads, applique material, etc.) as a result of a purchase order placed by a customer that requires such materials and the purchase order is cancelled, a \$35.00 processing charge will apply. If the materials are custom and cannot be returned or re-used then the cost of the materials will also be charged.

Customer Supplied Embroidery Files: ALD cannot be held responsible for the quality of logos not digitized by ALD. For provided files, we require a physical swatch sew-out and require sign-off, a \$20.00 sew-out fee applies per swatch. Any revisions necessary shall be charged at our standard Digitizing rates.

Product: Customer is expected to provide correct product and have shipment sent complete per orders. Cost will apply if ALD has to manage wrong product sent in (\$65.00 hour rate). ALD will not be responsible for any wrong product sent in that was embroidered. Any product sent to us, that does not have a matching PO sent by customer, and remains in our department for more than 30 days, will be considered abandoned and will become the property of ALD. We will make every effort to notify the customer name that was on the box or packing slip.

Blank Products Without PO: If for any reason ALD does not receive a Purchase Order for blank products received in, there is a \$5.00 per order, and \$3.00 per box to receive goods in, and place on pick up pallet for customer. Additional work associated with blanks products without PO will be billed at \$65.00 per hour.

Robison-Anton® Super Brite Polyester Color Chart

Due to the differences in Computer Monitors, Video Cards, and Printers,
the colors displayed below should be used only as guides.

Threads below should be used only as guides.

Threads should always be matched to the appropriate physical color card.

Primary Color

RA #122: 5549 PANTONE®202 Burgundy		RA #122: 5615 PANTONE®567 Evergreen	
RA #122: 5546 PANTONE®708 Shrimp		RA #122: 5620 PANTONE®376 Erin Green	
RA #122: 5566 PANTONE®200 Radiant Red		RA #122: 9092 PANTONE®348 Conner Green	
RA #122: 7712 PANTONE®205 Azalea		RA #122: 5621 PANTONE®367 Pastoral Green	
RA #122: 5676 PANTONE®7421 Maroon		RA #122: 5860 PANTONE®115 Moonbeam	
RA #122: 5506 PANTONE®543 Baby Blue		RA #122: 5542 PANTONE®116 Goldenrod	
RA #122: 5689 PANTONE®299 California Blue		RA #122: 5709 PANTONE®137 Yellow Mist	
RA #122: 5602 PANTONE®653 Imperial Blue		RA #122: 5629 PANTONE®1795 Saffron	
RA #122: 5603 PANTONE®2767 Light Navy		RA #122: 5769 PANTONE®165 Dark Texas Orange	
RA #122: 5510 PANTONE®661 Royal		RA #122: 5536 PANTONE®Warm Red Paprika	
RA #122: 5829 PANTONE®7461 Dolphin Blue		RA #122: 5702 PANTONE®161 Sienna	
RA #122: 5681 PANTONE®268 RA #122: 9107 PANTONE®5555 Kiwi Green		RA #122: 5564 PANTONE®134 RA #122: 9125 PANTONE®465 Rice Paper	

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Primary Color

RA #122: 5776 PANTONE® 466 Seashell	
RA #122: 5788 PANTONE® 1615 Cocoa Mulch	
RA #122: 5784 PANTONE® 444 Silvery Gray	
RA #122: 5783 PANTONE® Cool Gray 6 Cloud	
RA #122: 5565 PANTONE® Black 7 Charcoal	
RA #122: 5785 PANTONE® Cool Gray 4 Saturn Gray	
RA #122: 5596 PANTONE® Black 6 Black	
RA #122: 5597 PANTONE® 9999 Snow White	

Secondary Color

RA #122: 5739 PANTONE® 282 Blue Ribbon	
RA #122: 5687 PANTONE® 655 Midnight Navy	
RA #122: 5580 PANTONE® 287 Sapphire	
RA #122: 5592 PANTONE® 258 Plum	
RA #122: 5746 PANTONE® 3145 Oceanic Green	
RA #122: 5584 PANTONE® 357 Deep Green	
RA #122: 5764 PANTONE® 136 Nectar	
RA #122: 5505 PANTONE® 180 Dark Rust	
RA #122: 9008 PANTONE® 158 Sunburst	
RA #122: 5771 PANTONE® 125 Shimmering Gold	
RA #122: 5815 PANTONE® 463 Bronze	
RA #122: 5773 PANTONE® 473 Opaline	
RA #122: 5733 PANTONE® 292 Ultra Blue	

Secondary Color

RA #122: 5533 PANTONE® 186 Lipstick	
RA #122: 5823 PANTONE® 3005 China Blue	