

## *Rush Order Manifesto*

At Ultimate Promotions, we pride ourselves on being rush order experts. We often meet deadlines no one else will even take on. Why do we do it? Because we know our incredibly deep supplier pool and years of experience will deliver your promotional products in record time. However, it's important to realize we are partners in your success. And like all partnerships, clear communication is the key to a happy, productive relationship. We will make every effort to meet your deadline. But first, please review the following rush order conditions.

### **Thou shall not pad the deadline.**

Sure, you'll feel better when your rush order arrives 2 days before you need it, but please don't tell us fibs about your actual event date. You will only reduce the odds of success and increase the chance for errors in production. Chances are we are going to need every hour you have to spare. If your order can arrive sooner, it will. But we like to be told the truth about deadlines.

### **Thou shall not shoot the messenger.**

We do not manufacture ANYTHING. As with all companies that have to ship products, we too are at the mercy of suppliers, couriers, and occasionally over-zealous customs officials. The suppliers we use are chosen because they have performed miracles for us in the past. So if you come to us with a specific product request from a supplier we have not worked with previously, we won't make guarantees. (This can sometimes happen if you find a product using our online catalog.)

At the beginning of the order process we always ask you when your "in hands date" is and post that info on our quote form. If we are trying to deliver on a 4-day rush order, rest assured that we pull out all the stops to make your order happen.

It is important to us that our customers agree to be accountable in rush order situations. If your organization forgot about ordering, didn't tell us your deadline until after the order process has started, or there's some other problem is beyond our control, we expect you won't yell, swear, scream or threaten our employees because the product is late.

### **Thou shall not place the order if you are not prepared to pay for the product if its late.**

Sometimes acts of God (weather, mechanical problems during transport) and customs officials can delay shipments. These circumstances are beyond our control. If your order has a timeline of less than 7 working days, there will be no refunds for late product. We do offer refunds, discounts, or credit towards future orders on a case by case basis – if the delay was due to our negligence.

**Thou shall not try to shortcut our order process.**

We have a well-established, detailed, and effective order process. We understand you are in a hurry, but asking us to skip steps is a sure-fire recipe for disaster:

1. A formal quote is submitted showing all costs, event date, transportation method, "Bill to" and "Ship to" info. It is up to you to make sure the details are correct. If you are an existing customer and have multiple people or offices ordering from us, we encourage you to triple check the quote for accuracy.
2. Once a quote is approved, we send an invoice. There is space on the invoice for a credit card. **Rush orders are pre-paid up front.** No exceptions. We have to pre-pay our suppliers up front and you must be prepared to do the same for us. If you are with a government organization that can't offer a credit card, your order will be accepted at the sole discretion of management. We can also accept cheques by courier within 72 hours of order placement, and wire transfers. The costs for the courier will be your responsibility.
3. When we send you an art proof, you **MUST** sign it and fax it back. We do not accept email approvals on any order. Alternately you can scan the signed document and email it back (PDF format preferred). This document contains all the info we need to place your order. Signing the proof indicates you have reviewed the art, checked for spelling mistakes, formatting errors, imprint colors etc. Like you, we haven't found a way to avoid using humans in our office. And, sometimes, hurried humans make mistakes. But, if your proof is signed and there is an error, we cannot offer a discount.
4. If we tell you that it takes 3 days to manufacture and 5 days to ship, the clock starts ticking when our supplier says it starts ticking. If you place your order at 2pm on a Wednesday and the supplier is in a different time zone, it might take until Thursday to start processing your order. We sometimes quote 3 day shipping rates based on our suppliers' estimates and have to switch to overnight express due to the suppliers' production schedule. **IN THE EVENT OF A SHIPPING COST INCREASE, YOU WILL BE CHARGED THE ACTUAL COST, REGARDLESS OF ESTIMATE.**

If this is the difference between getting the product on time or missing the deadline we sometimes have to make a judgment call without consulting you (ie- you are not reachable via telephone or mobile). If you are not comfortable with this, please tell us. Rush delivery can add a substantial amount to the shipping cost. Of course, we make every effort to clearly outline the potential shipping costs for your order, so you can plan accordingly.

**Thou shall not phone us every day to ask about your order unless necessary.**

We welcome your questions and comments. However, calling every day will not make the order go faster. When we know something important, you'll be the first to know. We are always communicating with our suppliers, shippers, and clients. You will be alerted to milestones as they occur (ie - your order has been placed, our supplier has approved the deadline, the order is being shipped, etc). If we say we'll have a tracking number for you on Tuesday, please don't call on Monday and ask if your order has left yet. To ensure success for your rush order, you need to trust us, not create unnecessary stress for our employees. If you do have any questions about rush orders, please contact your sales representative.