

## HOW TO PLACE AN ORDER VIA E-MAIL TO [sales@trophyawards.com](mailto:sales@trophyawards.com)

My name is Vickie and I'm the one you will usually hear from when you place an order via e-mail. The first thing you can expect is a response from me to let you know that I received the e-mail. Usually you will hear from me within the hour, but occasionally it may be later in the day. If you send your e-mail late in the day, you will hear from me during the next business day. I am in the office from 8:30 to 5:00 Monday through Friday Eastern Standard Time.

If you haven't already stated the following information in your e-mail, I will respond with a list of questions so I can get your order placed:

1. The SKU# of the award or awards you are ordering
2. The quantity for each SKU#
3. Wording for each award
4. Graphic or logo if you are using one (you can send this an attachment to your email)  
Here is a link from our website about the kind of art we need when adding a graphic:  
[http://www.trophyawards.com/images/homepg\\_img/acceptable%20art.pdf](http://www.trophyawards.com/images/homepg_img/acceptable%20art.pdf)
5. Are you ordering this personally or for an organization? (how would you like this to appear on the invoice and in our records?)
6. What is your shipping address?
7. To what address would you like the credit card receipt sent?
8. What is your credit card information (you can call with that) – we will need the card number, the expiration date for that card, the security code and also the billing zip code for that card?
9. Your phone number where you can be reached during business hours
10. When you would like to have these awards in hand and your event date?

## WHAT YOU CAN EXPECT FROM US

We like to have 5-business days for production. We can turn your order around in less time if necessary. If you need same day service, we can usually do that also but there is a 50% Premium Fee to do so. If you need next day service, we can provide that too but there will be a 35% Priority Fee.

Our graphics team would be happy to provide a proof of your award layout at least 1day before we plan to ship. We will not proceed with production until after we have your approval.

Our prices on the website include your graphic and a standard amount of text. We try to keep it simple and avoid hidden charges. However, if you have excessive text or more than one logo, there may be additional fees.

We charge \$2.25 for each master carton that is packed up for shipment. We only charge the UPS published rates without additional mark-ups.

I look forward to your e-mail, and as a team, we care passionately about your overall satisfaction! Vickie