

General Information and Terms

Ordering Information

Orders can be placed 24 hours/day at: www.tscapparel.com

Orders can be faxed to: **(800) 248-1069**

Orders can be phoned to customer service at: **(800) 289-5400**:
Monday-Friday 8AM – 8:30PM (eastern time)

When ordering, please have the following information available:

- Customer Number
- Company Name
- Shipping address and method
- Purchase Order Number
- Method of Payment

To protect our customers, TSC Apparel sells only to members of the wholesale sportswear and promotional products industries.

Shipping

Credit-approved orders placed before 5:30PM local time ship the same day, the cut-off for LTL shipments is different for each warehouse. Please check with the appropriate warehouse for the LTL cut-off time. Orders received or approved after 5:30PM will ship the following day, however, we will try to accommodate rush orders received after 5:30PM. Orders are shipped FedEx ground, unless otherwise requested. Ask about our TSC Express Service.

Freight, handling, insurance, and COD fees (if applicable) are added to each invoice. All goods are shipped FOB our warehouse. Any claims for goods damaged in shipment must be made with the freight carrier.

Export Shipments

Goods imported to the U.S. from other countries may not be eligible for export to some countries. It is the customer's responsibility to work with their freight forwarder to confirm documentation requirements and that goods can be released from Customs at their final destination. TSC Apparel is not responsible for providing documentation or information that may be required to export goods purchased from TSC Apparel. All export orders are subject to a \$25 handling fee. Customs and duty fees will be charged to the account once the invoice has been received from FedEx or UPS. Normally this is 30-60 days later.

Pick-up Orders

Orders may be picked up between 8AM and 6PM Monday through Friday local time. Please allow a minimum of 2 hours for us pick your order after it has been released. Pick-up orders can only be held for 72 hours. Orders not picked-up in that time period may be cancelled and subject to a 20% re-stocking fee. Pick-up orders processed for shipment at non-TSC locations must be pre-paid Net Terms or Credit Card – no CODs.

Pricing

Prices are subject to change without prior notice.

All prices reflect cash or net terms

No Minimums!

Please confirm prices when order is placed. All prices are FOB our warehouse. All prices are wholesale to the trade and require a valid vendor's license or resale certificate.

Order Changes and Cancellations

Orders, once entered into our system, cannot be changed. Similarly, we cannot add to orders already entered; a new order is required. Cancelled orders may be subject to a 20% re-stocking fee.

Terms

Credit Cards – We accept Visa® and MasterCard® credit cards. Cash discounts are lost on all payments by credit card unless the order is placed on our web site and it is over \$200.00. American Express® can also be accepted on non-web orders – these orders also lose the cash discount. Credit cards used to make payments on net term accounts will lose the cash discount

COD – Unless otherwise requested or approved, all orders are shipped COD, cashier's check or money order.

COD Company Check and/or COD 1-box terms – are available upon approval and periodic review by our Credit Department. See the application for company check privileges on our website.

Net Terms – May be available to customers who complete the credit application on our website. Granting of credit terms will be at the sole discretion of our Credit Department. A finance charge of 1.5% per month (18% per annum) will be charged on all balances beyond established terms. We reserve the right to revise or revoke credit terms without prior notice.

Returned Checks – If a check is returned for NSF, a \$25 per check charge will be added to the account.

Disputes – All communications regarding any dispute of debt and/or restrictively endorsed checks issued as payment (in full) of any disputed amount must be sent to the attention of CREDIT MANAGER, TSC Apparel, 12080 Mosteller Road, Cincinnati, OH 45241-1529.

Returns

Please inspect your order upon receipt. Alteration (printing, dyeing, washing, embroidering, etc.) or use by you or your agent, subcontractor, or designer will constitute acceptance by you of the order and condition of the goods. TSC Apparel will not reimburse for any decoration costs on defective or mis-shipped goods. Returns of washed, decorated, otherwise altered or closeout merchandise will not be accepted. To return goods:

1. Obtain a return authorization number from our Customer Service department within 14 days of the invoice date.
2. Return goods must be accompanied by a packing list, original invoice, and return authorization number. Mark any flaws with tape.

Return authorization numbers are voided if the merchandise is not received within 15 days of issue. Non-defective, unclaimed, undeliverable, refused, changed or cancelled orders are charged a 20% re-stocking fee, plus freight. Non-stocked or special ordered merchandise cannot be returned.

Drop Shipments

Drop Shipments must be net, credit card or prepaid. When goods are shipped to 3rd parties, it is the customers' responsibility to inform the 3rd party of the exact goods to be received. Goods must be inspected and verified for accuracy before decoration. **TSC will not be held responsible for discrepancies on orders shipped to an address other than the invoiced account or for decorated or washed garments.**

Please Note:

- **Availability** – All items may not be available at all locations.
- **Colors** – effort is made to match the printed colors as close as possible to actual fabric colors. However, TSC makes no guarantee of color accuracy either in print or on the web site.
- **Washed & Garment Dye Products** – shade and pattern variations are inherent in washed products like denim shirts and garment dyed products like chromaZONE styles. This is normal and should be expected. We recommend washing any garment dyed products before wearing. Do not Dry Clean.
- **Heathers** – heather grey colors like Athletic Heather, Ash, Birch, Dark Ash, Heather Grey, Lt Oxford, or Sports Grey will have 1-11% of fibers other than cotton to achieve the heather appearance even when the style is listed as 100% cotton.
- **All items shown in this catalog, unless specially noted as made in the USA, may be imported.**
- All information provided by suppliers is believed to be accurate at time of printing. However TSC Apparel makes no warranties with regard to any information provided in the price list, catalog or web.
- **TSC Apparel reserves the right to change any policy or term above without prior notice**