

# General Information and Terms

## Ordering Information

Orders can be placed 24 hours/day at: [www.tscapparel.com](http://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 UPS ground, unless otherwise requested.

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 into the U.S. from other countries may not be eligible for export to some countries. It is the customer's responsibility to work with a freight forwarder for all export orders and to confirm documentation requirements and those 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.

## 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 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.

## Drop Shipments

Drop Shipments must be net, credit card or prepaid. When goods are shipped to 3<sup>rd</sup> parties, it is the customers' responsibility to inform the 3<sup>rd</sup> 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.**

## Payment Terms

**Credit Cards** – We accept Visa®, MasterCard®, and Discover® credit cards online. Cash discounts are lost on all payments by credit card. 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 request a claim for shortages, damages etc:

- 1.) Obtain a return authorization number (RA) from our Customer Service Department within 72 hours of receipt of merchandise. The goods must be returned back to our warehouse within 14 days to receive a credit.

To request a claim for returns due to cancellations etc:

- 2.) Obtain a return authorization (RA) number from our Customer Service Department within 14 days of receipt of merchandise. Claims for returns will not be accepted after 14 days. The goods must be returned back to our warehouse within 14 days from the RA issue date in order to receive credit.

Discontinued, closeouts and mill direct samples cannot be returned.

Return authorization numbers are voided if the merchandise is not received within 14 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.

## 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.**