Order Facilitation FAQs

**New Account Setup**

* Submit [New Account Form](https://drive.google.com/open?id=0BxndaC1K_terZThpVV9aUUo5ZHM) to [retail@richardsonsports.com](mailto:retail@richardsonsports.com)
  + Page one is necessary for correct customer setup in our system.
  + Always request a credit card if possible as it speeds up the process.
  + If applying for terms please have them fill out page 2 of new account form completely. (*Terms can take around ten business days or more for review and we can’t place an order until we have terms approved or a credit card on file.)*
  + Signatures are required on either page 1 (credit card) or page 2 (terms) or both.
  + If dealing with a large organization that won’t sign applications like this, please request their standard credit sheet. We still need the info on the top half of page 1 to setup account correctly.
* Please collect all information and send in one email, that includes any necessary details if submitting with an opening order/conceptual/storyboard.

**Starting an Order (3 Options)**

* **Order** Go direct to an order if you have the quantities, cap colors, and logos necessary and don’t expect any changes; you will still receive art for approval.
  + We will need all art in vector format (.ai, .eps, .cdr) in order to proceed.
  + Special situations wherein we can’t get vector art from customer will need to be approved prior to submitting the order.
  + If there is a need by date, now is time to let us know, not later.
* **Conceptual Request** For when we don’t have all the details of the order finalized, and will need flexibility to make changes to caps or logos prior to proceeding with the order.
  + We will need all art in vector format (.ai, .eps, .cdr) in order to proceed.
* **Storyboard Request** Use this request when you are looking for us to get creative and/or help you design the proposed line for your customers.
  + We will accept non vector logos for storyboards, but will need them prior to the order.
  + Storyboards will not feature our caps in vector format, and will instead be real images of the caps with the logos as best as we can show them.

**Confirmations/Art Approvals**

* Confirmations are sent on ORDERS ONLY, not conceptuals or storyboards. You should see an order confirmation in 1-3 days after order submission. Please review pricing, quantities, colors, other details, shipping method and shipping address to ensure that all details are correct. No response is necessary if no changes are needed.
* Art approvals are then sent for approval. Refer to our [Online Tracker](https://drive.google.com/open?id=1Kcw7bQHd53kJPExYI4TiuPsoU2HJkisBnnzebtymSy8) for estimated turn times. When submitting revisions on approvals please list them out per order number, for example:
  + 4310254-1 Approved
  + 4310254-2 Omit back embroidery
  + 4310254-3 Change thread color on the black/white cap to red
* The first revision is free but any revisions after that are subject to a $25.00 art fee. If the revisions necessary are because we got something wrong, this will not incur any fees.
* Once art is approved a second confirmation confirming our ESTIMATED ship date will be sent to you to pass on to your customer.

**Content Needed for Submissions**

* Submit your request on our [order form](https://drive.google.com/open?id=1vw0U48usHLbLAE7LnkECg1WaTs9Jikmq), or send in your detailed request via email to [retail@richardsonsports.com](mailto:retail@richardsonsports.com)
* Reference art file names per design and the caps it is going on (example below)
  + Design 1:
  + 24 pcs 112 black/white
  + 24 pcs 112 heather grey/white
  + Front logo: sublimated patch using file “tent-sun.ai”
  + Front logo colors: base in white – logo in black – edge in black
  + Back logo: embroidery using file “outdooradventures.eps”
  + Back logo colors: black/white hat gets black emb – heather grey/white hat gets red emb

**Decoration/Minimums and Splitting cap styles**

* When pricing, refer to the column on the price guide associated with total quantity PER DECORATION, not per total quantity of the order, and not per cap style.
* You can split the decoration between cap colors and styles and still receive quantity discounts.
  + Embroidery, 24 pcs minimum total per decoration/logo. Caps can be split in 12 per thread color and/or 12 per cap color.
  + Leather Applique, 48 pcs min total per decoration/logo. Caps can be split in 12 per hat color.
  + Patches/Labels/Transfers, 48 pcs min total per decoration/logo *(Screen/Rubber patches 72).* All decoration must be same color and design on all caps. Caps can be split in 12 per color.
* Embroidery can have small adjustments to size to fit different caps and still qualify for overall quantity discount, all other decoration can’t change size and still receive total quantity discount.