



To: New Customers

From: Big Bear

**Re: New Customer Information Packet**

It is always a pleasure to welcome a new customer. Attached are our Terms and Conditions, Credit Card Authorization form and Job Approval Process form. Please review and fax back the Credit Card Authorization and Job Approval Process forms as soon as possible. We can not process any orders until we have received these. Also, please send a copy of your tax-exempt certificate.

Once an order is placed, an authorization of the estimated cost of the order will be requested on your credit card. Once the job has been shipped your credit card will be charged for the exact amount of the invoice. A copy of the invoice and credit card charge receipt will be emailed or faxed to you. Please let us know your preference on the sheet.

I am looking forward to a successful business relationship between our companies. Please call me if I can be of any assistance.

Thank you,

David Thiemecke  
COO



701 Seneca Street  
 Buffalo, NY 14210  
 Ph: (716) 836-6300  
 Fax: (716) 836-6307

## New Customer Form

Please complete this form and fax it to us. If you seek tax exempt status, please also fax a state-issued document such as a tax exempt certificate or a resale certificate. A tax ID form will not suffice. We will setup your customer account as soon as possible.

Company: \_\_\_\_\_

Tax ID:	_____	Tax Exempt #:	_____
ASI #:	_____	PPAI #:	_____
DUNS #:	_____	SanMar Acct #:	_____
			Required For SanMar PSST

### Billing

Company: \_\_\_\_\_  
 Attention: \_\_\_\_\_  
 Address 1: \_\_\_\_\_  
 Address 2: \_\_\_\_\_  
 Address 3: \_\_\_\_\_  
 City, State: \_\_\_\_\_  
 Zip: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Fax: \_\_\_\_\_

### Shipping

Same as Billing

Company: \_\_\_\_\_  
 Attention: \_\_\_\_\_  
 Address 1: \_\_\_\_\_  
 Address 2: \_\_\_\_\_  
 Address 3: \_\_\_\_\_  
 City, State: \_\_\_\_\_  
 Zip: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Fax: \_\_\_\_\_

### Contact

First Name: \_\_\_\_\_  
 Last Name: \_\_\_\_\_  
 Department: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Office Phone, Ext.: \_\_\_\_\_  
 Office Fax: \_\_\_\_\_  
 Web Password: \_\_\_\_\_  
 (see below)

### Third Party Shipping Account

Company: \_\_\_\_\_  
 Carrier:  UPS  FedEx  
 Account #: \_\_\_\_\_  
 Address 1: \_\_\_\_\_  
 Address 2: \_\_\_\_\_  
 Address 3: \_\_\_\_\_  
 City, State: \_\_\_\_\_  
 Zip: \_\_\_\_\_

Big Bear occasionally displays decorated garments as examples of its work. Please notify us in writing if your garments should not be displayed.

Big Bear also offers a web site where you can view your orders, receipts and shipments. This is the same database that our customer service team uses to help you. You can reach this web site at <http://www.nybear.com> and clicking on "Big Bear Partners". To get access to your orders, please fill out your email address and web password above. We will let you know when your account is ready.



**BIG  
BEAR**

AN ALGONQUIN SERVICES COMPANY

701 Seneca Street  
Buffalo, NY 14210  
Ph: (716) 836-6300  
Fax: (716) 836-6307

### Credit Card Payment Form

Please complete this form and fax it to us. A credit card authorization will be processed for an estimated cost of the order. When the order is shipped your credit card will then be charged. A copy of the invoice and charge receipt will be emailed or faxed to you.

Email address to send receipt: \_\_\_\_\_

Your name: \_\_\_\_\_

Company: \_\_\_\_\_

Customer no. \_\_\_\_\_

Your phone number in case we need to contact you: \_\_\_\_\_

### Credit Card Information

Card Type (circle one)                      Mastercard    Visa    American Express

Cardholder's First Name: \_\_\_\_\_

Cardholder's Last Name: \_\_\_\_\_

Billing Address \_\_\_\_\_

\_\_\_\_\_

Credit Card Number: \_\_\_\_\_

Expiration Date (mm/yy)                      \_\_\_\_\_

Security number                      \_\_\_\_\_ *(three digit number located in the signature area on the back of the card)*

\_\_\_\_\_ *(four digit number on front of AMEX card.)*

For questions about making a payment, call (716) 836-6300 x 7018.



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## Job Approval Process Form

### Customer Responsibilities

Please complete this form and fax it to us. Big Bear requires the customer to sign a Job Approval form for every order we process. The Job Approval form is for the protection of the customer and Big Bear. Customer will be responsible for the following to ensure successful completion of all orders:

- Checking over all aspects of all orders. Customer agrees to compare details to your own Purchase Orders to Job Approval forms before signing below. Big Bear will not issue credits if you approve garments, sizes, colors, embroidery locations, logos, thread colors, shipping information or any other information appearing on the Job Approval form.
- Reading and understanding Big Bear's Terms and Conditions, available on our web site at <http://www.nybear.com>.
- Reading and understanding Big Bear's Price List, available by contacting sales at 716-836-6300.

If you have any questions or need additional information, please do not hesitate to contact your customer service representative at Big Bear.

I agree that I will read and fully understand the items detailed on Job Approval forms before signing them.

Print Authorized Name:

Sign Authorized Name:

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Please fax back to: 716-836-6307



## Big Bear Terms & Conditions Embroidery Services

**Credit & Terms:** Big Bear is a member of ASI Credit Connect where we interchange credit data within the promotional products industry. Big Bear requires new customers to pre-pay or use a credit card (Visa/MasterCard/Amex). Customers who display a solid record of order placement and prompt payment can apply for terms of Net 15 days. Big Bear provides jobs to over 40 employees and pays salaries, benefits and shipping charges on a seven (7) day basis.

**Prices:** Big Bear reserves the right to change published prices at any time.

**Purchase Order Bundling:** The Big Bear price list is based on the quantity of a single purchase order, not on the total number of items submitted across multiple purchase orders.

**Thread Color Changes:** There will be a \$ 5 fee assessed for each additional thread color combination per logo to be sewn on a single purchase order.

**2 Day Promise:** Orders of fewer than 200 pieces or 10,000 stitches will ship within 2 business days after receiving a signed Job Approval form if production allows. Job Approval forms must be received in Big Bears offices no later than 4:00 P.M eastern standard time, Monday through Friday. Job Approval forms that arrive after that time will be considered received the next business day, excluding holidays and weekends.

If you are a new customer requesting digitizing services or an existing customer using a new logo requiring digitizing services, please allow sufficient time for digitizing approval. If your requested ship date cannot be honored for any reason, Customer Service will contact you.

**Receiving:** The count performed by Big Bear receiving on incoming goods will be considered final. Any discrepancies between what Big Bear expected to receive and what was actually received will be promptly reported to the customer. To ensure accuracy, please carefully review our approval form before signing.

*Please note:* Use the following format for sending goods to Big Bear:

(Customer Name) -- (Your PO Number)  
c/o Big Bear  
701 Seneca Street  
Suite 300  
Buffalo, NY 14210

**Errors in Goods Received** - Big Bear always makes a best effort to ensure that goods received conform to what we have been advised to expect. When exceptions are detected, Customer Service will advise you immediately. *Please note:* Big Bear is not responsible for wrong styles, shortages or incorrect shipments received in our facility.

**COD:** We prefer checks made out directly to the carrier. Big Bear will accept COD deliveries as long as arrangements have been made in advance and the customer has provided all monies (and checks have cleared) necessary. If you have provided the funds to Big Bear and a Big Bear check is used to pay a COD, there will be a 5% (maximum \$ 50) service fee.

**Shipping Point:** All shipments are FOB factory and Big Bear is not responsible for shipments lost in transit. Requests for insurance on shipping must be made in writing.

**Damages:** Big Bear is an industrial operation providing contract embroidery services. Scrap and waste (damages) are a normal and expected part of our operation. Big Bear takes great care to minimize damage during the sewing process. Please remember that the industry average for damages is approximately 2%. It is the customer's responsibility to make sure there are enough blanks available to produce the final count required by the order. Big Bear will reimburse for damages above two percent (2%). Big Bear will pay for the full cost of the goods up to a maximum of \$ 18 per garment, above the two percent. Customer must inform Big Bear and request credit within 15 days of order shipping. For damaged goods not shipped with the order Big Bear donates these goods to local charities and homeless shelters. Please let us know within 15 days if you would like damaged goods returned at your cost. Damaged goods shipped with the order must be returned to Big Bear and proof of garment cost must be provided before a credit is issued. Big Bear will not pay damages in excess of full job revenue. Credits will be issued only toward future orders with Big Bear. *Please note:* Big Bear will sew all blanks received unless the extras are assigned to a separate order that is approved only if damages occur on the main order.

**Quality Issues:** Credit for production errors or quality issues will be promptly granted by Big Bear after the goods in question have been returned to Big Bear.

**Job Approval:** Big Bear requires the customer to sign a job approval form for every order we process. This process is for the protection of the customer and Big Bear. If the customer waives the sign-off, by signing a **Job Approval Waiver** form, Big Bear will not be responsible for problems and customer may forfeit any and all credit or damage requests related to the job. *Please note:* Big Bear strives to provide the highest level of service and support to you and your clientele. The rigorous job approval process we go through lessens the chance we will experience service or quality problems with your order. We strongly advise our customers to never waive their signature on a Job Approval form.

**Estimates:** If a customer submits a Purchase Order with specifications different than the signed estimate, Big Bear reserves the right to adjust the estimate to reflect the new specification. When Big Bear estimates the thread count on a logo without digitizing the logo and there is a different count when the logo is actually digitized, the new digitized thread count will be used for pricing. Logos may have to be modified to work well on different fabrics or garments; these changes can increase the thread count thereby increasing the price per logo.

**Errors on Orders and Invoices:** Big Bear reserves the right to correct obvious mistakes in pricing on orders and invoices.

**Digitized Logo Files:** Big Bear will provide a copy of your digitized logo upon request. This is a free service. Big Bear will retain the source file in its libraries for your benefit on future jobs. Big Bear does not own or claim to own any rights to or interest in the logos of any of their clients. Big Bear does not provide source files free of charge. Big Bear understands that it has no rights to use or sell those files unless directed to do so by the client and that any use of those files other than as directed by the client will be a potential cause for legal action. Big Bear asserts that it will never use those files without permission or a job request from the client as it has no legal permission to do so. Your source files will remain protected, backed up and secured on Big Bear's secure computer system. *Please note:* DST files may be held pending payment on outstanding balances.

**Trimming, Steaming, Sizing, Poly Bagging:** Are all included in the embroidery fee.

**Rush Charges:** If Big Bear's production schedules allow, orders requested in less than 2 days will be priced at two times (2x) the regular charge. Goods must be in Big Bears possession by 10:30 A.M. eastern standard time to be accepted for rush service. *Please note:* Big Bear reserves the right to deny these requests if Customer Service determines that production is at such capacity that processing the order as a rush order will make it impossible for Big Bear to deliver the quality of service that is expected by the customer and Big Bear. This decision will be clearly communicated.

**Shipping & Handling Charges:** Big Bear charges published rates plus a small handling fee on all outgoing shipments.

**Split Shipment Charges:** Add \$ 5 per address for handling charges. For orders over ten (10) addresses, call for an estimate.

**Returned Goods Charges:** Add \$ 5 per box for handling charges.

**Storage and Fulfillment:** Big Bear charges \$ 15 per pallet (4' x 4' x 4') per month for goods to be stored at Big Bear more than 15 days before or after sewing. Please ask for a copy of our Warehouse/Fulfillment Fee Schedule for more information about ongoing fulfillment programs.