



New Account Setup

Thank you for your interest in opening an account with Simply Green Solutions. To open a new account and place your first order, please follow these 4 easy steps:

Step # 1 : Record your company or organizations information :

- Simply Green Solutions requires that all new account applicants provide us with sufficient proof of business and intent to purchase.
- Please print out and complete the form that can be found here:
www.simplygreensolutions.com/forms/accountinformation.pdf

Step # 2 : Record your product of interest information :

- To help Simply Green Solutions provide you with the correct pricing and production options please provide us with a model number, product color, print color quantity, and project deadline.
- Please print out and complete the form that can be found here:
www.simplygreensolutions.com/forms/productinformation.pdf

Step # 3 : Prepare your artwork :

- We require all art work to be in the correct format for each print process:
 - Silk Screen = Vector Format (.ai or .eps w/ all text outlined.)
 - CMYK Process = High Resolutions JPEG (300dpi or higher)
- Please follow this link to view our artwork format and file type information
:
www.simplygreensolutions.com/forms/artworkrequirements.pdf

Step # 4 : Submit Order Information :

- Email all completed forms to info@simplygreensolutions.com or fax all forms to 270.574.8883.
- IF you have already been in contact with a account manager, please email complete forms directly to your contact.
- For artwork submission please email your artwork in the correct format to info@simplygreensolutions.com.

Once all account and order information has been received you will be assigned and contacted by one of our account managers. Your friendly and knowledgeable account manager will walk you through the entire submission, sample, and production processes. All questions and concerns can be directed to your assigned account manager.



Deposit and Payment Processing

After you have been contacted by one of our account managers and you have been setup in our accounting system your next step will be deposit payment. For all 1st time orders and new accounts Simply Green Solutions Requires a 50% deposit payment. Simply Green Solutions offers you 4 options for payment submission.

Option # 1 : Payment via Credit Card :

- The quickest and easiest form of payment is via credit card.
- All major credit cards are accepted: Visa, Master Card, and American Express.
- Simply Green Solutions does not store your credit card information so our Credit Card Authorization form must be filled out for every single transaction. That form can be found here :
www.simplygreensolutions.com/forms/ccauthform.pdf

Option # 2 : Payment via Personal or Company Check :

- Please make all checks payable to **Simply Green Solutions Inc.**
- Checks can be mailed to 1107 Fair Oaks Ave. Unit 349 South Pasadena CA 91030.
- All orders paid for via Personal or Company Check are subject to a 5 day processing period.

Option # 3 : Payment via Wire Transfer :

- If you would like to pay via Wire Transfer please inform your account manager and they will provide you with Simply Green Solutions Bank and Wire Transfer information.
- All orders paid for via Wire Transfer are subject to a 3 day processing period.

Option # 4 : Net 30 Terms :

- Please note that your first three orders must be pre-paid before a Net 30 account can be established.
- To apply for Terms you will need to apply for credit through Simply Green Solutions. And will need to submit a Credit application which can be downloaded here:
www.simplygreensolutions.com/forms/creditapp.pdf

***** Payment in full is due PRIOR to shipment of finished good *****

Please note: Invoices are due to be paid when indicated on each invoice. Credits can be applied to outstanding balances or additional purchases ONLY. Unused credits will expire after 24 months. Invoices will be emailed to you in PDF form in order to reduce the impact on our planet. Please inform your sales rep in advance if you need your invoices sent to you by mail.



Shipping Information & Return Policies

Method: By default, we ship FedEx Ground or UPS Ground in the continental United States (Priority Mail to Hawaii, Alaska, and Puerto Rico). If you would prefer to use another carrier or your own freight account, please inform your Account Manager.

Invoice / Packing Slip: Your shipment will include a packing slip. Invoices are emailed and will not be mailed separately to you unless requested. The order number on the packing slip is the same as the invoice number.

Freight Charges: Freight charges will apply and be quoted to you prior to shipping out on all large quantity orders. You may use your own freight company to pick up your order. Please contact your Account Manager for more information.

Reporting Problems /Tracking Orders :

To track an order or report a problem with a shipment you have received, please contact your Account Manager. All claims for shortages, damages, incorrect items and missing shipments must be made within 30 days of receiving the goods. Please have your packing slip or invoice with you when you call, or the boxes from your shipment.

If you receive damaged boxes, please call your Account Manager BEFORE you dispose of the box and packing material. FedEx requires us to provide them with the damaged package to receive credit. If a box arrives that is clearly beyond hope, refuse it. Get the order number and tracking number off the shipping labels, and call our Customer Service department; we will replace your damaged or defective portion.

THERE ARE NO RETURNS ON CUSTOM PRINTED OR CUSTOM SIZED PRODUCTS UNLESS YOUR PRODUCTS ARE DEFECTIVE. IF THE PRODUCTS ARE DEFECTIVE WE WILL REPLACE THE SAME ITEM AT NO ADDITIONAL COST. PLEASE INCLUDE THE FOLLOWING WITH ALL RETURNS:

- Your store name and address
- Your account number
- Invoice number and invoice date
- Reason for return (i.e., misprinting, wrong size, etc.)
- Detailed list of contents, including quantity, style, and fabric color.