

Section 2: Performance Capabilities (TAB 3)

Customer journey from onboarding to ordering to delivery

Customers may contact their sales representative by phone, e-mail or through our website to review and receive assistance in identifying, selecting, and ordering promotional products aligned with their needs. Once products have been selected and details have been gone over (item color, imprint, needed date, etc) Then a formal quote will be sent. Once customer approves the order for purchase, Authentic Promotions.com has established procedures in place to guarantee that each order placed arrives to our customer correct and on time. We recommend vendors to our customers that we have established relationships throughout the years. This ensures the product ordered is of good quality and when delivered, it will have quality imprinting. Lastly, using vendors with established prior relationships makes it easier to correct challenges should they occur.

Once our client has decided on the product they want and the color and imprint information, the following steps are taken:

- Artwork is verified to be in the correct format. If for some reason our client doesn't have the proper format, we have a graphics department that can recreate the artwork.
- The manufacturer then provides official proof for each order.
- The proof identifies item color, imprint color, and logo placement.
- We review the proof first to make sure all details match prior to sending the proof. With the proof we also send an order acknowledgment. This allows the customer to review the details of the order.
- Only after we have approval from the customer, do we send approval to production. At that time, we get a ship date for the order.
- Once the order ships, we track the order until the product is delivered to our customer.

All of the above steps are taken with every order and help guarantee error-free delivery. Once the order is delivered then, we e-mail a copy of the invoice along with the delivered tracking information to the customer.

Ordering channels and portal features

Customers pay place orders and obtain assistance through multiple channels to ensure accessibility and flexibility. They can use our online portal to browse items and add selected products to a shopping cart. Submission of the shopping card does not constitute an order. Instead, the card is transmitted to our team for review, after which an official, contract-compliant quote, reflecting applicable discounts – is issued to the customer.

The customers account representative can provide any needed information such as order history, copies of invoices, etc.) To receive the contract compliant pricing a format quote must be e-mailed over.

Ship-to-many and fulfillment capabilities; kitting and warehousing

Shipping to one or multiple locations is fully supported.

Authentic Promotions.com offers custom kitting services to meet a variety of promotional needs. Kits can be shipped to a single location or multiple locations as required. All kits are assembled to meet customer specifications.

Warehousing may be provided based on the type of promotional product and the required storage duration. Availability, terms, and associated costs are evaluated on a case-by-case basis to ensure product suitability, inventory control and cost efficiency.

Proofing workflow and quality control

We maintain a structured workflow to ensure all promotional products meet client expectations, contract standards, and quality requirements. Key elements include proofing of orders, reviewing artwork to ensure it meets branding requirements and accuracy. Having production inspect the items in multiple states, from the receipt of the product, to printing of the product to shipping of the order. This structured approach minimizes errors, ensures compliance and delivers products that consistently meet customer needs.

Backorder/substitution policy for time-sensitive events

For a time sensitive event, we check stock on the item being quoted. If there is a delay in the time item is quoted to order is placed stock can change. If an item has run out of stock, then we will notify customers immediately. We will offer alternative solutions to prevent delays. A substitute alternative of equal or greater value may be proposed. Any substitute alternative must be approved by the customer.

Return/Cancellation/refund policy for time-sensitive goods

Authentic Promotions.com recognizes the importance of meeting deadlines for time-sensitive events. Returns are accepted only for an item that did not meet date and customer does not need, defective, damaged, or non-conforming products. Refunds and or replacement items can be issued depending on customer wants and needs.

Shipping policies and delivery performance commitments

We are committed to reliable, timely, and compliant shipping of orders. Standard shipping and expedited shipping is available depending on urgency and event timelines. All shipments are documented with tracking information and tracked until delivered. An order can be shipped out via UPS, Fed Ex, DHL, local carrier, or LTL truck.