

order Procedure:

Call us! We'd love to hear from you. Or if you prefer, you can submit the online quote request, and we will email you an estimate. You can also download, fill out, and fax the online order form to (603) 433-6562. The order form must include contact information for the person requesting the order at your facility so we can contact that person regarding order details and/or artwork.

Artwork:

If you cannot provide usable artwork we will be happy to recreate your logo for you. Our artist fees are \$100 per hour and are charged in 15 minute increments. We will provide you with a written quotation for artwork for your approval prior to creating your artwork.

Proofs:

We provide a Two-Proof process to ensure that your custom diaper bag order is printed accurately.

1. Paper-Proof. For overseas orders, approval gives Cottonwood Kids the authorization to purchase any and all materials required to move forward with your order. Should there be any cancellation or changes to the materials after they have been purchased, you will be responsible for any incurred costs.
2. A digital photograph of your physical sample or a physical sample (upon request). If requested, we will provide you with the actual physical proof for final approval. We will not process your order until the pre-production paper proof and digital physical proof are approved (signed and dated). Delays in approvals can delay shipment dates.

Shipment:

Healthy Baby Bags are shipped quarterly unless otherwise specified. All custom imprinted bags will be delivered 90-120 days after receipt of order, deposit and proof approval.

Payment Terms:

Custom Overseas orders require a 50% deposit with the balance due net 30. Custom Domestic orders are due net 30. Individual Healthy Baby Bag orders are due net 30 after receipt of the first of four quarterly shipments. Any orders under \$500 are subject to prepayment.

Fulfillment Programs:

We offer fulfillment for custom bag orders. We will warehouse your annual order quantity and ship to you monthly. We charge a flat yearly fee for storage of \$450.00 per 1,000 bags, and shipping to your hospital is not included. Additional fees will be charged for product that remains in our warehouse for longer than a one year period.

Cancellations:

Cancellations will be accepted only if merchandise has not been decorated. Cancellations must be made in writing and received via fax at (603) 433-6562 or email at info@cottonwood-kids.com.