

# CUSTOMER SERVICE GUIDE

## OVERVIEW

Thank you for contacting Band Today! Please review the enclosed information to understand the processes Band Today follows to ensure a great collaboration between our organizations.

Band Today offers a full range of design services including band and guard wear, custom printed flags, fabric, vinyl, coroplast, and styrene props as well as frames for staging and band and guard accessories. Our design team includes eleven talented graphic artists familiar and active in the marching arts.

We recommend the first step should be completing our custom design form. Please give us as much information as possible. Once we receive your ideas, we will assign you to one of our talented graphic designers if you do not have a previous relationship with a designer. Your designer will review your information and collaborate until the proofs are finalized and approved.

Once art is finalized we can send an estimate or invoice for the entire project. Please let us know if any changes need to be made to the billing/shipping address listed on the estimate or invoice.

Estimates can be used to create a school PO that could be emailed to us or mailed with a booster check. We can also send an invoice with a link to pay by Bank Transfer or Credit Card. Once payment or a school PO is received, we will confirm receipt with you and enter your order into production.

If a customer goes through this process and then decides not to do business with Band Today, we do expect that design fees from the project will be paid to your designer. The designers deserve to be paid for their time and effort.

## JUMP TO SECTION

[Band & Guard Wear](#)

[Flags](#)

[Banners](#)

[Field Tarps + Floors](#)

[Flyovers](#)

[Prop Systems](#)

[Accessories](#)

[Returns](#)

[Payment Methods](#)

## BAND & GUARD WEAR

### NEW ORDER DEADLINE

The deadline for accepting new band and guard wear orders for fall is July 1st. If customers have communicated their band and guard wear needs prior to July 1, those orders will be accepted, even if designs, sizing, and payment are still in process.

### LEAD TIMES

Full orders of band tops, bibbers, and shako wraps require 6-8 weeks production with an 8-week production cycle quoted after July 1st. Guard wear requires 8 weeks production. Customers should note the production cycle for a full order does not begin until payment or school PO has been received, all sizes have been provided, and samples have been returned (if applicable). Once these requirements have been accomplished an order moves onto our production schedule.

### SIZING KITS

Band top, bibber, and guard wear sizing kits are available to assist with fitting your students. Kits are \$150 each and contain a full range of sizes from 2xs to 5xl. We recommend large band programs order multiple kits to help determine sizes for the entire band in one fitting session. A band of 200+ performers should order 4 or 5 kits and then separate the band into several groups to fit all students in one session efficiently and quickly. Once the sizing process is complete, sizing kits may be returned and your account will be credited \$150 per kit, to go toward your full order. Customers are responsible for shipping costs to have the kits returned.

Please note that sizing kits need to be returned in full. If they are not returned in full you will be charged per item at the regular retail rate.

### MEASUREMENTS

Students may also be sized by taking measurements. Measurement guides are available to assist with this process. When choosing a size, we suggest letting the hip measurement be a deciding factor. Go up a size when in doubt. Whether customers have determined sizes using sizing kits or taking measurements, all we need are totals of each size to place an order. Though we are available for any sizing questions, customers are responsible for converting all measurements to actual sizes.

### ADDITIONAL BAND & GUARD WEAR

Ordering extra band tops and/or bibbers is highly recommended on all band wear orders, as well as guard wear orders over a quantity of 30. This allows customers to be prepared when personnel changes occur, or students change height and weight during the season. Most groups will order 3-5 extras in each of the more frequent sizes on an order. Any second add-on orders will require the same production lead-time as a full order regardless of quantity.

### SAMPLES

Samples of band tops, bibbers, and guard wear are available upon request once designs are finalized. By default, samples are only produced if requested. Please be aware that creating samples will add 2 weeks to overall production time. If samples are needed, notify our team as soon as possible once designs are finalized, so they can be produced. The quicker samples are entered into production, the better the chance that the process will have little to no effect on overall production lead time for the full order.

## **BAND & GUARD WEAR** *[CONTINUED]*

All samples must be approved and returned before full order production lead-time begins. Each box of samples contains a return shipping label to use when returning the sample. These labels do expire and recommend returning samples within 10 business days to avoid the expiration of your return label. Please let us know when you ship the sample. Customers are responsible for making shipping arrangements to return samples in the event the return label has been lost or expired.

Samples are not required or even expected in the order process. As our fall production season peaks in late June and July, we recommend forgoing a sample. Samples added to the overall process could result in overall lead -times up to 12 weeks or more, which is of course not ideal.

### **MINIMUM QUANTITIES**

Custom Band & Guard Wear orders should have, at minimum, a quantity of 6 per design. In the event an overall quantity is less than 6, a \$100 under minimum fee will be added to order.

## **FLAGS**

We encourage you to visit our website to see our full offering of over 20,000 customized designs in seven different flag styles. Designs can be altered and customized based on the customer's needs.

If you are interested in stock designs for flags browse [dreamstime.com](http://dreamstime.com) or [pixabay.com](http://pixabay.com). We provide images from these sites for free. Images through other image providers like Shutterstock would need to be purchased and sent to us for the flag artwork. The average design fee for this type of stock flag is \$35.00. If you need color changes or manipulations the design fee could increase.

We can also assist with specific custom designs once we receive your custom design form and assign your project to one of our designers. The average design fee for custom flags is \$ 75 per flag.

Once payment is received, our flags are guaranteed to ship within three weeks.

## BANNERS

We offer 9 and 13-oz digitally printed vinyl as well as a 2-way stretch digitally printed fabric. Unless specified by the graphic designer these will be single-sided prints with an additional 3" bleed/wrap on all sides for both vinyl and custom fabric prints. Other finishing options would be hemmed with grommets and pole pockets.

We also offer fabric pillowcase props. It is extremely beneficial to know the specifications like width, height, and thickness of the frame of the prop system being used to ensure we allow enough additional material to fit your prop. We will need a picture of your prop system to ensure the prop can slip over the frame. We offer pillowcase props with a black back at a slightly discounted price while offering the ability to print on both sides of the prop for reversible props.

We offer digitally printed coroplast in 4x8 and 5x10 sheets with 4mm and 10mm thickness. Coroplast can be printed on one single side or both sides Styrene is another digitally printed option. Both can be cut out to your specific shape. All coroplast and styrene are shipped via freight and require a freight quote.

Production time for all printed flags and props is 2-3 weeks. Design Fees for printed products cannot be calculated until the project is completed.

## FIELD TARPS + FLOORS

Vinyl is seamed to create a large print for football fields and gyms and varies in size up to 60 x 90. The majority are printed on 13 oz vinyl. Pricing is based on the square footage of the piece.

Most field tarps are printed and sent directly to the school. During the winter season our standard practice is to provide a 1/10th scale "mini" for your final approval prior to printing the full floor. A "mini" takes 7-10 business days to arrive. You need to approve the mini by email before the full floor enters production. You do have the option to not receive a mini to save time. However, if you are not happy with the floor you are responsible for the additional cost of reprinting and shipping.

**If you would like the mini to be shipped to a residential address rather than the school address, please provide the preferred address otherwise, the mini will be shipped to the address on the estimate/ invoice. We also require a phone number prior to entering the order so the shipping company can contact you regarding delivery.**

**Once the mini is approved, the floor is entered into full production. There is a 3-week production time for floors.**

When you receive a floor or tarp on a pallet always mark damaged but do not refuse the tarp. Even if you cannot physically see damage, you never know what might have happened during the shipping process. For us to reprint the floor due to shipping damages the "DAMAGED" box must be checked below the signature line. This must be done to be considered for reprinting due to the floor being damaged in shipping.

## FLYOVERS

Flyovers can be solid or digitally printed. Our flyovers are based on square footage. The average flyover is 1000+ sq. ft. You should consider this option to get the most “bang for your buck.” We can print flyovers in any size. One important factor in the flyover process is what side you will be “pulling from”. This side of your flyover will have grommets and webbing to help pull. There is a 3-week turnaround time for flyovers.

## PROP SYSTEMS

We need to request an estimated turnaround time and shipping quote for prop systems. We need to know if the ship-to-address has a loading dock capable of receiving freight shipments. If not, we will request a lift gate. We also require a good contact name and number for the freight company/ shipping purposes.

Once we receive a shipping quote, we can send an official estimate. Once we receive a school PO or an invoice is paid, we enter the order into production and provide an estimated ship date.

## ACCESSORIES

Most accessories ship within 24-48 hours during the season. If an item is out of stock, we will let you know and suggest a replacement. Please note, if a shoe size is out of stock we may “size up” by a 1/2 size.

We will send tracking information for each order once we receive the tracking information from our supplier.

## RETURNS

You will be issued an RA# and a ship-to address for exchanges or returns. If the return is not received within 30 days, a new invoice will be issued for the original amount of the items. A tracking number can be sent to confirm that the return is being processed.

The vendor will not accept any items that have been worn or damaged. There will be a “reboxing” charge if shoes are returned with writing on the box. Any restocking or “reboxing” charges will be passed to the customer. Once the credit is received, we will send you an updated invoice with the original shipping charges and any restocking fees charged by the vendor.

For all orders, we will send tracking information for each order once we receive it from our vendor and the order is shipped!

## **PAYMENT METHODS**

We accept school POs which will be billed after your entire order has been shipped. You will have 30 days from the due date on the Band Today invoice to make payment.

We accept bank transfers.

We accept booster checks and school checks/warrants.

We accept credit card payments. (Visa, Mastercard, Discover, American Express)

We offer a net 30 to schools that are established customers for accessories (shoes gloves etc.), which means we will bill you after the accessories ship and you have 30 days from the invoice date to make a payment