

What To Expect When Working With Browse 25

- Please make sure that all of your contact information is visible on your PO, including your phone number (in case we can't get a hold of you via email).
- You will receive a paper proof for your order within 24 hours of order acknowledgment. (To ensure accuracy, even if this is a reorder, we still require a paper proof for every order)
- If you have any questions throughout the order process, please make sure to email info@browse25.com and provide your PO#.
- When approving your paper proof, it is critical that you write "Approved" or "Approved as is," either in the body of your email approval/subject line of your email, or both the body and the subject line.
- Lead time is based on art approval and payment, so it is important to keep that in mind when quoting lead time to your customers.
- We do require pre-payment unless we have special terms with your company (this list is small) so, please pay promptly in order to avoid friendly reminder emails.
- We do not produce overruns or underruns, we will produce the exact amount of your order, even if that means you want 252 wristbands or 301 lanyards. Please be advised that means that you will be charged for that exact amount.
- Please make sure your SHIP TO information is up to date, especially if your order is being shipped blind to your customer. Browse 25 is not responsible for tracking down your package if you provided a wrong address. Since we ship blind for 99% of our orders, our information will be nowhere on your sent packages. This makes it difficult for us when we have to call and correct something as DHL will not have our information anywhere on your waybill.

Please feel free to give us a call or shoot us an email with any other questions. Thank you for your business, we sincerely appreciate it!