



800.773.6580  
www.visualtextile.com

**VISUAL  
TEXTILE  
RESOURCE**

## OUR ORDER PROCESS

Orders should be submitted via email to: [orders@visualtextile.com](mailto:orders@visualtextile.com)

### Required Documents

Purchase Order or Generic PO Form

DOWNLOAD  
PO FORM

\*\*this form only necessary if you don't have your own PO form.

Art File

ART FILE  
REQUIREMENTS

Credit Card Authorization Form

DOWNLOAD  
CREDIT CARD  
AUTHORIZATION FORM

\*\*accounts set up on terms do not require this form

### Order Entry

Upon receiving the required documents your order will be entered and payment will be processed. An acknowledgement will be sent to the email address on your purchase order. Orders ship "X" business days from the date the proof is approved. In Hand Dates are not guaranteed until we have proof approval.

### Proof Process

Shortly thereafter a Proof is sent to the same email address as the order confirmation. (1 calendar day for std. orders/ 2 hours for rush orders) If a change is requested a revised proof is sent to the same email address as the order confirmation. We provide a proof and a revision at no additional charge. All additional proofs after the initial 2 are produced at a fee of \$50.00 net each. Please do not use the proof process to show your customer different layout options. We provide virtual image for this purpose at no additional charge.

### Proof Approval / Final Confirmation

Upon receiving your notification that the proof is approved we will send a final confirmation to the same email address as the order confirmation. The confirmation will include product details, shipping location, ship method, and a scheduled ship date.. Make necessary shipping updates to meet your in hands date at this time.

### Order Cancellations

Orders cancelled prior to a proof being issued are cancelled at No Charge. Orders cancelled after a proof is sent are charged a \$50.00 cancellation fee. We do not accept cancellations after a proof is approved as orders go directly into print production. This streamlines our production process. Our proofs are generated to become the actual production file to print your job.

### Shipping Changes

Any changes to the shipping information must be submitted via email to [customerservice@visualtextile.com](mailto:customerservice@visualtextile.com) **Shipping changes must be submitted one day prior to the ship date. We cannot change shipping details on the actual ship date.** The majority of orders leave our facility the morning of the designated ship date. Orders are packed, placed on a pallet and wrapped by our evening production staff.

### Shipment Tracking & Invoice

Invoices are emailed early the morning following the shipment. The invoice is our confirmation your order has shipped. The tracking number on your invoice is a live link to assist tracking your shipment(s).



#### LEAD TIMES

QTY 1-12 3 BUSINESS DAYS  
QTY 13-25 5 BUSINESS DAYS  
QTY 26-100 10 BUSINESS DAYS  
QTY 101+ CALL FOR LEAD TIME

FROM PROOF APPROVAL



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VTR