

Brand on Demand

FREQUENTLY ASKED QUESTIONS

1. Why choose Brand on Demand for custom merchandise?

Brand on Demand makes customizing your merchandise simple, fast, and reliable. Here's what sets us apart:



Brand-safe products – Every item is pre-approved to meet your brand's guidelines.



Live previews – See exactly how your product will look with your chosen logo and colors.



Seamless shopping – Add Brand on Demand items to your cart alongside in-stock products and check out using your company's procurement system.

2. How do I shop with Brand on Demand?

It's easy! Just follow these steps:

- **Pick your product**
- **Choose your color and quantity**
- **Select your logo**
- **Add to cart and check out** – just like you would with any other item!

That's it—custom gear, made simple.

3. What happens after I place a Brand on Demand order?

Once you place your order:

1. Our Special Order team reviews your selected or uploaded logo.
2. After approval, production artwork is created and reviewed again.
3. Once finalized, your order moves into production and you'll receive updates along the way.

4. How long will my order take to ship?

Brand on Demand items ship directly from our manufacturer in 10-15 business days.

5. How is Brand on Demand different from the usual custom order process?

With Brand on Demand, everything is self-serve and online—no back-and-forth emails or forms. You can shop for custom items right alongside in-stock products, all in one seamless experience on your eStore.

6. Will Brand on Demand work with my company's procurement system?

Yes! Our integrated shopping cart supports both in-stock and Brand on Demand items and works with your company's third-party procurement platform for a smooth checkout process.

7. Are all Brand on Demand orders brand compliant?

Yes. Whether you upload your own logo or choose one from the logo locker, our Special Order Team reviews all Brand on Demand orders to ensure everything meets brand standards.

8. Can Brand on Demand group orders together to meet minimums?

No, orders **cannot be batched** on the backend to meet minimum quantity requirements. Each order must meet the minimums on its own.

9. Can I use Brand on Demand for a one-off personal order?

Brand on Demand is currently designed for bulk or team orders, not single-item personal purchases. Because these are custom-made products, there are minimum order quantities in place.

If you're looking for individual items, check out our in-stock products—no minimums required!

10. Who do I contact if I have questions about my order?

If you have any questions, our **Customer Service Team** is here to help! You can reach them via **live chat** or by calling the **800 number** listed on your eStore.

11. Will I receive a proof or order confirmation?

 **Proof:** You'll see a preview of your product in real time after you select your color and logo during the order process. No additional proof will be sent.

 **Order Confirmation:** Yes, you'll receive a confirmation email once your order is placed.

12. Will I get updates on my order?

Yes! You'll receive:



Order confirmation



Shipping confirmation with tracking info

Just like with any other eStore order.