

## **CURVE INC. CUSTOM CLOTHING ORDER PROCESS**

At Curve we know ordering custom clothing for your team or club can be challenging. We have developed our five step procedure to streamline the design, ordering and delivery process.

### **STEP 1: CONTACT US**

- Call or email Curve Inc. to request a Price List, catalog or ask questions about our products. (303) 800-4433 or [info@curveinc.com](mailto:info@curveinc.com)

### **STEP 2: REQUEST A SIZING KIT or SAMPLES FOR TESTING**

- To obtain a Sizing Kit, download the Order Form (return via email) or call us directly. (303) 800-4433.
- Sizing Kits are available for use for 14 days and require a credit card deposit. Your credit card will not be charged if the samples are returned, unused. Deposits can be made by Visa/ Master Card, Money Orders or Pay Pal.  
For Credit Card transactions call (303) 800-4433  
Money Orders should be mailed to:  
Curve Inc.  
6050 Olde Stage Road  
Boulder, CO 80302
- Shipping costs are the responsibility of the customer and will be billed to your credit card. Please note that Sizing Kits must be returned on time and in their original state in order to receive a full refund of your deposit.
- To obtain **samples for testing** please call (303) 800-4433 and we will be happy to offer you some deals on our cycling clothing for you to test.
- To obtain **material samples** please call (303) 800-4433 and we will be happy to mail you some.

### **STEP 3: SUBMISSION OF YOUR ARTWORK**

#### **IF YOU HAVE A COMPLETED DESIGN**

- All artwork must be submitted in Adobe Illustrator® CS2 format (vector files) guidelines include:
  1. Completed design for each piece
  2. Sponsor logo placement
  3. Fonts converted to outline format
  4. Pantone® color(s) choices
- Determine the number of pieces your team or club will be ordering. Please note that during production and quality control, some items may occasionally be rejected, so order quantities are not guaranteed.

- Email us your designs and logos. Our graphic designers will review them and email you the final proof for your approval.
- Place your order. To place an order, e-mail or call (303) 800-4433 to speak directly with us.
- At time of your order a 50% deposit is due. Deposits can be made by Visa/ Master Card, Money Orders or Pay Pal.  
For Credit Card transactions please call (303) 800-4433.  
Money Orders should be mailed to:  
Curve Inc.  
6050 Olde Stage Road  
Boulder, CO 80302
- You are responsible for confirming exact sizing breakdown and order quantities along with your final artwork approval. Once you sign the final proof, no further changes can be made to your design.

**IF YOU NEED ASSISTANCE WITH YOUR DESIGN**

- All Graphic Design assistance will be charged \$65 an hour.
- We do have standard background graphics that can be used with your colors and sponsor logos. Please contact us for details.

**STEP 5: ORDER/DESIGN CONFIRMATION AND DELIEVERY**

- Curve Inc. will contact you to confirm final approval of your design. Design approval can be made via e-mail.
- You are responsible for reviewing all logos, colors, and pieces to ensure that all items will be printed correctly. Curve is not responsible for mis-spellings, etc. if these errors are on the artwork approved by your team.
- Please note that lead-times vary based on the time of season. The average time is 6 to 8 weeks from receipt of deposit and final approval of the art work. All inbound airfreight from overseas is subject to U.S. Customs clearance which may result in unforeseen delays. Lead times are not guaranteed, due to factors beyond our control.
- We will contact you prior to shipping to verify shipping instructions and provide a final order balance. All orders will ship via USPS. Order balance is payable in full before shipment. Payment can be made by Visa/ Master Card or Pay Pal (account: henrik@curveinc.com). For Credit Card transactions please call (303) 800-4433.