

FREQUENTLY ASKED QUESTIONS

ORDERING

How long does it take to receive an order?

Typically apparel orders placed on the website will process, be produced and shipped out in 5 business days. Giveaway item orders or large volume apparel orders will typically ship out in 2 business weeks or less.

How long does it take to receive an embroidered order?

The process starts the next business day after your order is received. Our standard embroidery process/production takes 5 business days and your order will ship in 5 business days. For orders over 24 pieces, please allow an additional 3-5 business days.

How long does it take to receive a screen-printed order?

The process starts the next business day after your order is received. Our standard screen-printing process/production takes 5-7 business days. Most orders will ship in 5 business days. For orders of 100 pieces or more, please allow an additional 3-5 business days.

How long does it take to receive a giveaway items order?

The standard production time of branded giveaway items can vary depending on item(s), but between 5 and 10 business days is typical. Most orders will ship in 10 business days or less.

I need to receive items within a shorter time-frame, 24 or 48 hours from ordering. What can I do?

Check out the website tab marked "Rush". All items shown on that tab are available to ship within 24 or 48 hours as indicated. You should choose the UPS overnight shipping option as well, to ensure the fastest possible receipt.

Are there minimum order quantities on any merchandise?

All apparel can be purchased in minimums of 1 when the custom-branded item is embroidered with one logo on the same brand and color of apparel. Certain items do have minimum quantities and will be noted within the item description.

- *Screen printed apparel:* Minimum order quantity is 12 garments of the same style, brand and color.
- *Giveaway products:* Minimum order quantities vary for each product type, but often minimum order quantities are 250 or more. Reduced minimum order requirements can be found on the website tab "Giveaways" under the "Minimum Quantity 1" or "Minimum Quantity 50" sections of the website.

I'm trying to order some giveaway items for a branch event or a trade show and I need less than 250 items. What can I choose from?

Reduced minimum options can be found on the website tab "Giveaways" under the "Minimum Quantity 1" or "Minimum Quantity 50" sections of the website.

ORDERING

Where do I find my local DBA logo?

- First, pick the category of item you want to order from the business unit your local DBA is associated with: TruTeam/USI, Service Partners, TopBuild or TopBuild Home Services.
- Then, choose any item (shirt, bag, hat, etc.).
- Within the item page you will see some drop down options to the lower right of the item image. Choose your desired size and color combination. Under the dropdown "Logo", choose your DBA from the available list.

How do I know which logo will be printed after I choose my DBA?

Near the "Size", "Color" and "Logo" drop down options to the lower right on each item page is a link marked "Click to see image of all available DBA logos". Click that link and a PDF will pop up showing all logos that you can choose from. The logo image associated with your DBA name will be the one that is printed on your merchandise order.

I don't see my DBA logo among the options. How do I get it added to the website?

Please email the TopBuildGear team at topbuildgear@topbuild.com with your DBA name and the logo you'd like to add. Please put "New Logo Request" in the subject line. A team member will be in touch to complete your request.

PAYMENT

How do I pay for orders on the site?

The website accepts credit and debit cards only. You should use your company-issued PCARD unless you are buying gifts for employees valued at \$100 or more. In those cases use your company-issued T&E Card.

What if I don't have a company-issued PCARD?

You should use your company-issued T&E card.

SHIPPING

How will my orders be shipped?

- *UPS*: UPS is the main carrier for TopBuildGear.com shipping and offers 3-day, 2-day and overnight services at market rates.
- *Corporate Flat Rate*: You can also choose the Corporate Flat Rate \$10 shipping option. The price is \$10 no matter the size of your order and is available only when you order online from TopBuildGear.com. The Corporate Flat Rate shipping service takes between 3-5 business days depending on the location to which the items are shipping. Any carrier could be used when you select the Corporate Flat Rate based on the best available options for your order.

I need to receive items within a shorter timeframe – 24 or 48 hours from ordering. What can I do?

Check out the website tab marked "Rush". All items shown on that tab are available to ship within 24 or 48 hours as indicated. You should choose the UPS Overnight shipping option as well, to ensure the fastest possible receipt.

SHIPPING

Why did I receive separate shipments?

There may be times when you will receive multiple shipments to fulfill one single order. This may happen when you order both giveaway items and apparel items that ship from multiple production locations.

ORDER CHANGES, ERRORS OR RETURNS

I just placed my order but realize I made a mistake or want to make a change or edit. What do I do?

Within 1 business day you can make changes to your order. Please immediately email the TopBuildGear team at topbuildgear@topbuild.com with your order number and what change to your order you'd like to make. Please put "Order Change Request" in the subject line. A team member will be in touch to complete your request. If we need to hold orders 1 day to make sure no changes are made it will add an additional business day to the turnaround time. Rush items cannot be changed once the order has been placed.

Please note that after 1 business day, orders will be in process of being produced, custom-made to your order, and changes will not be accepted.

Can I return some or all of my order once I receive it?

No. All orders are final because merchandise is custom-printed and made to your specific order. However, if there is an error in what you received compared to what you ordered, the TopBuildGear team will make it right.

I received my order and there was an error in what I received compared to what I ordered, what do I do now?

Although all orders are final, we do offer a 4-day warranty service after receipt of goods to ensure you get exactly what you ordered. Please email the TopBuildGear team immediately at topbuildgear@topbuild.com and please put "Order Received – Damaged or Error" in the subject line. A team member will reach out to you to understand the situation and work with you to find a solution.

I received my order and my merchandise was damaged by the shipping carrier, what do I do?

If the box or package shows signs of damage, please take a picture of the package before opening, we will need this to show proof to the carrier. If the items inside are damaged please contact the TopBuildGear team immediately topbuildgear@topbuild.com. Please put "Order Received – Damaged or Error" in the subject line and a team member will contact you and will start a claim with the carrier to have your order replaced as soon as possible.

AVAILABLE PRINTING METHODS

What is embroidery?

Embroidery is a popular decoration method where your logo or design is sewn onto a garment using a needle and polyester thread. The TopBuildGear suppliers' embroidery process is fully automated using top-of-the line embroidery machines and Madeira and Isacord polyester threads.

AVAILABLE PRINTING METHODS

What is screen printing?

Screen printing is a method of decorating custom apparel using inks, which are passed through a mesh screen to achieve your design. In screen printing, your logo or design is exposed onto the screen, washed out, set-up on our press, and using a squeegee-type blade the ink is passed through the screen onto the shirt. This method is typically used for T-shirts with minimum orders starting at 12, due to the extensive set up process required.

SPECIAL REQUESTS

What if I want to order something I don't see on the website?

TopBuild Marketing and their suppliers can most likely find whatever you're looking to order. Email the TopBuildGear team at topbuildgear@topbuild.com with what you are looking for and they will work with you to find a solution. Please put "New Item Request" in the subject line.

I would like to add additional logos, language or a phone number to the items I am ordering from the site. How do I do that?

Please email the TopBuildGear team at topbuildgear@topbuild.com with what you're looking for and a team member will reach out to find a solution. Please put "Special Apparel Request" in the subject line.

I have a trade show event and need to order banners, signage, tents, etc., How do I order these?

These kinds of oversized print items are not currently available for purchase on the website. However, the TopBuild Marketing team and their suppliers can most likely help you get what you need.

Please email the TopBuildGear team at topbuildgear@topbuild.com with what you're looking for and a team member will reach out to find a solution. Please put "Event and Print Materials Request" in the subject line.

How do I order brochures, door hangers, yard signs or other printed materials?

These kinds of print items are not currently available on the website. However, the TopBuild Marketing team and their suppliers can still help you get what you need.

Please email the TopBuildGear team at topbuildgear@topbuild.com with what you're looking for and a team member will reach out to find a solution. Please put "Event and Print Materials Request" in the subject line.