

Elite Sports Embroidery & Screenprinting, LLC  
1611 Satellite Blvd Suite 9, Duluth, GA 30097  
770-622-7900



## Apparel Ordering Process

Please place all orders via email. We ask that you do not order over the phone so that we both have a reference of what exactly was requested. **When you place an order please use info@elitesportsthreads.com.**

\*If your process includes us setting up a website, you can absolutely place orders through it. We can discuss how often you would like us to process the orders (daily, weekly, or monthly). The rest of the process will work the same as below.

We respond to all orders placed via email no later than 24 hours from receipt. After an order is placed, **all customers must approve invoices** before we start in order to minimize disputes and improve order and billing accuracy.

The ordering process starts by emailing over a PO (Purchase Order) inquiry with detailed items, sizes, artwork, and quantities. If you do not have a PO template we can provide one. **All communication will be through a secure link via email once a PO inquiry is received.**

Once we receive the PO and Artwork we will email over the quote based on the agreed upon pricing and turnaround for the items needed. **The quote must be approved electronically.**

**If any part of the quote (ie: quantities, sizes, due dates, etc.) is incorrect, you must decline the quote approval and state what needs to be corrected.** Ordering of goods will be completed once the PO is received and the quote is approved electronically.

After the quote is approved, we email over detailed artwork proofs on garments for artwork approval. If items are being embroidered we provide pictures of stitch outs along with colors in the logo. If items are being screenprinted we provide detailed digital proofs that state dimensions, locations, and PMS colors. **If any part of the items are incorrect, you must decline the artwork approval and state what needs correcting.**

Once the artwork is approved, this goes into production que. Our production que is determined by due dates.

Once items are completed, you will receive an email stating that the items are complete with a link to view shipping/tracking information.

We look forward to working with you!  
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## Company Contact List

**Contact Name** - Chris Daniel

**Title** - Owner

**Address** - 1611 Satellite Blvd Ste 8 Duluth, GA 30097

**Phone Number** - 770-622-7900

**Email** - chrisdaniel@elitesportsthreads.com

**Explanation of Duties and Responsibilities** - Owner and overseeing all roles in the company

**Contact Name** - Maddy Harrison

**Title** - Customer Service Representative

**Address** - 1611 Satellite Blvd Ste 8 Duluth, GA 30097

**Phone Number** - 770-622-7900

**Email** - info@elitesportsthreads.com

**Explanation of Duties and Responsibilities** - All customer service issues, ordering, overseeing job list

**Contact Name** - Josh Mayes

**Title** - Embroidery Manager

**Address** - 1611 Satellite Blvd Ste 8 Duluth, GA 30097

**Phone Number** - 770-622-7900

**Email** - info@elitesportsthreads.com

**Explanation of Duties and Responsibilities** - overseeing all embroidery jobs coming in and going out, embroidery production schedule