

Winning Spirit

University General Information

Placing An Order	Please fill out the Order Form completely. Incomplete forms will delay processing of your order, resulting in delayed delivery. A Sample Order Form is provided for reference. Different addresses may be given for billing and shipping purposes. No post office boxes please. Fax the completed Order Form to 1-316-684-8956 or mail with payment to Winning Spirit, 3873 East Harry Street, Wichita, Kansas 67218-3722, or Email your order to us at www.wspirit.com , ATTN: Customer Service. Please do not send Sign Up Sheets. They will not be accepted as orders. Sign-up sheets are provided only for your convenience and to keep for your records.
Terms	<i>Payment is due when the order is placed.</i> Production begins after payment is received. Make checks or money orders payable to Winning Spirit. Please send one check. Do not send cash. Visa and Mastercard are also accepted. Returned checks will incur a \$35.00 per check service charge.
Minimums	Caps and hats have a quantity minimum oftweleve (12) pieces per order. Screenprinted items have a twenty-four (24) piece minimum per item.
Production Time	Normal production time from January to August is three to four weeks. From September to December it is four to six weeks. Some items may take longer, depending upon the availability of the garments. In-plant rushes are available by quotation only.
Samples	Samples of embroidered items are available by request. Samples of screen-printed items are not available (artwork will be substituted). Embroidered samples will be billed at the 12 - 23 piece column pricing (listed on the Price List). Simply fill out an Order Form and fax or mail as usual, marking it as a "sample" order.
Freight	Freight charges (via UPS Regular Ground) are based on order size. * For orders up to \$500 freight charges are \$4.95. * For orders from \$501 to \$1000 freight charges are \$9.95. * For orders over \$1000 freight charges are \$14.95. For orders mailed to multiple addresses, there is an additional \$4.95 per address shipping charge. UPS NextDay or Second Day delivery options are available by quotation only. Winning Spirit cannot be responsible for delays in transit.
Changes, Returns and Cancellations	Due to the nature of our products, alterations to your order must be made within 24 hours after the order is placed. Any additions after the 24 hour period will be considered a separate order and subject to the appropriate pricing. All decorated items cannot be exchanged or returned due to incorrect sizing, color or logo choice. For further information regarding changes, returns, and cancellations, please contact Customer Service.
Shortages and Backorders	Shortages due to packing errors must be reported within 72 hours of receipt of shipment. Due to unforeseen manufacturing shortages, we may on occasion need to backorder some items. Additional freight charges may apply and we reserve the right to cancel any backorders.
Sales Tax	Kansas residents add 5.9% sales tax. Due to continual updates in state, county and city tax laws, sales tax rates are subject to change without notice.
Additional Forms and Information	Additional University Brochures, Price Lists, Order Forms, and/or Sign Up Sheets are available by request. If you have questions, please call 1-800-207-0724, Monday - Friday, 8:30 AM - 5:30 PM, central time and one of our customer service representatives will be happy to assist you.