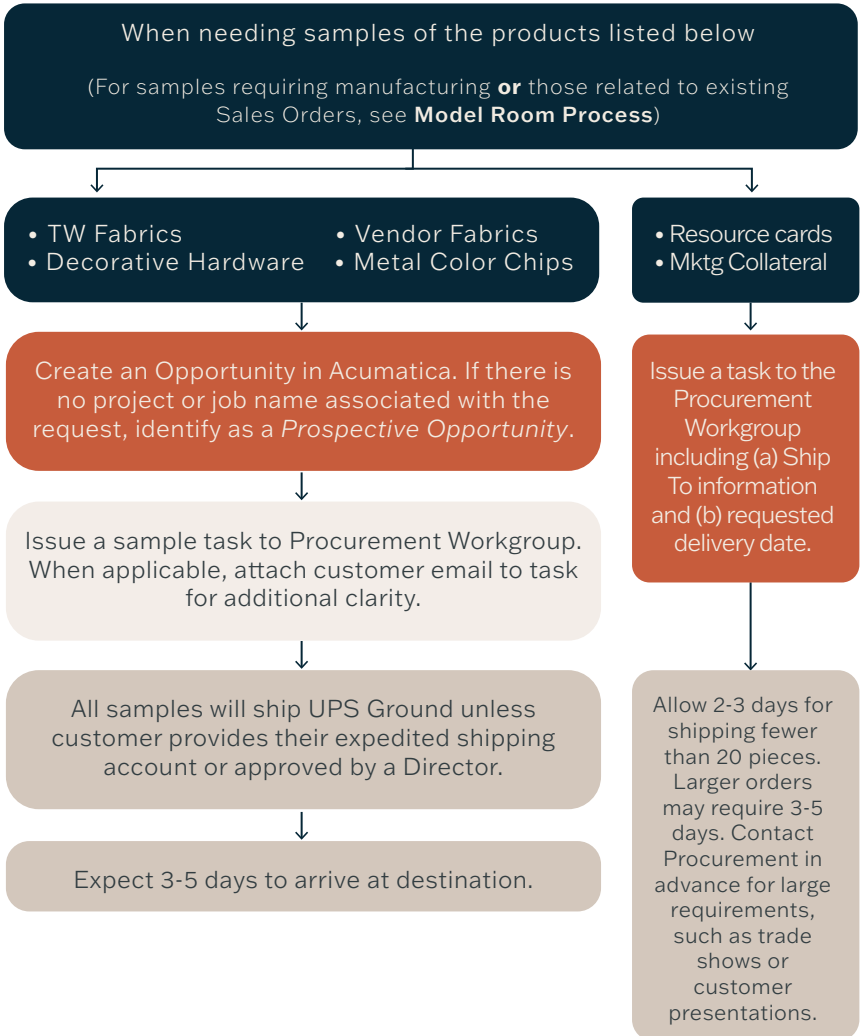


SALES

Sample Request Process



NOTES:

- The sample order process has been streamlined to allow for ease of use. Use of a specific form is no longer required to be attached to the task. Accuracy is essential to successfully complete the request. Attaching the customer email to the task may also serve to provide important details for the Procurement Workgroup. Including a "Deliver By" date on the task lets us know when the Requestor would like the product. Standard timeline for delivery is 5 days.
- Requests received through our website will be processed by Marketing. Website sample request automatically emails to sales@threadwell.co and Marketing. Assigned salesperson will be notified via email to follow up with the customer.
- Allow 48 hrs. for sample requests to process.
- Once shipped, average shipping time is 2- 3 days.
- Urgent requests should be accompanied by a phone call to the Procurement Workgroup.
- Tracking numbers can be accessed on the Shipping Log by the customer's name in the Job Column (allow at least a day for request to process).
- When samples are shipped directly from vendor to customer, Procurement will send tracking to salesperson. Lead times will vary.