



GreenBenefits

11820 Northup Way, Suite E200, Bellevue WA 98005

p: 877-476-2363 | e-mail: info@greenbenefits.com | www.greenbenefits.com

Frequently Asked Questions

NEW TO ORDERING CUSTOM IMPRINTED PRODUCTS?

Q: Will you work with me if I have never purchased an imprinted bottle before?

A: *Yes, of course. Most of our customers are first-time custom bottle buyers. We have a reputation for providing timely and helpful advice.*

Q: What is the best way to reach Green Benefits?

A: *There are several ways to reach us. You may use the "Request a Quote or Sample" option on our websites. You can email to info@greenbenefits.com. Or, you can call us at 206-462-3030.*

Q: How long does it take to get a response?

A: *We try our best to respond within the hour during normal business hours of 8 to 5 Pacific Time. We often respond immediately outside of those business hours. We try our best to treat customers as though they are standing in front of us asking a question. If there are any delays, we will let you know.*

ARTWORK:

Q: What artwork do I need to provide?

A: *We use a vector file for the final printing process. This is a full trace and outline file identified as "ai" (Adobe Illustrator). Most customers don't have an "ai" file, so we do the vector conversion without additional charge as long as a "jpg" or similar file is furnished.*

Q: If I can't furnish an art file in Illustrator, can you help me?

A: *Absolutely, we convert your file to vector without additional charge. We do ask that you furnish a "jpg" or similar file that we can work with. If you only have a concept and need artwork created from scratch, we can provide a quote for graphic services.*

Q: Can I have two different logos in one order?

A: *In most cases, we can print one message on the front of the bottle and a different one on the back. If you use the same imprint colors, there is usually no additional charge.*



GreenBenefits

11820 Northup Way, Suite E200, Bellevue WA 98005

p: 877-476-2363 | e-mail: info@greenbenefits.com | www.greenbenefits.com

PROOFS:

Q: Will I get to see what my bottle looks like with my imprint?

A: *Yes, a couple of days after you place and pay for your order you will receive an email with a virtual proof. We do not begin printing until you approve the proof. You may make changes to the proof but that may affect the delivery date. Excessive changes (more than two) may result in added fees.*

Q: Can I get one bottle with my imprint on it before I commit to an order?

A: *Yes, but often the cost and time delay are prohibitive. To produce and deliver one preproduction bottle with imprint involves print setup and printing charges. If time and budget permit, we are happy to produce a preproduction imprinted bottle. We find, however, that the virtual proof process is satisfactory for most customers.*

SHIPPING:

Q: Does the price include shipping?

A: *Yes, we ship UPS ground to your location in the lower 48 States at no charge to you.*

Q: Do you accept international orders?

A: *Yes and no. If you have a location in the lower 48 States that will forward your shipment to your overseas location, we can work with you. If you need us to ship overseas, we have to look at the logistics on a case-by-case basis. Please inquire and we will discuss your specific needs.*

Q: I see the price per bottle, what other costs are involved?

A: *There are no added fees. The price includes converting your imprint to a vector file; printing and UPS ground delivery to your Continental United States address. If you have a rush order, we will discuss any appropriate rush fees in advance of your order.*

HOW LONG DOES IT TAKE TO GET MY BOTTLES?

Q: How long does it normally take for me to get printed bottles?

A: *A rule of thumb is three weeks from the date the order is placed and paid. Things that slow the process down are: 1. Lack of artwork, indecision or changes. 2. Delays in approving your emailed proof. 3. The number of imprint colors (one color is quickest). 4. Your geographic location in relation to the printer (UPS Ground).*



GreenBenefits

11820 Northup Way, Suite E200, Bellevue WA 98005

p: 877-476-2363 | e-mail: info@greenbenefits.com | www.greenbenefits.com

Q: Do multiple imprint colors delay the process?

A: *One or two colors don't take long at all. In fact, we always recommend one or two colors and rarely three. With regard to the time it takes, think of it this way. We are painting on a curved plastic or stainless steel surface, one color at a time. We literally watch the paint dry before we can apply the second color. The bottle must be lined up perfectly for each additional color. We do it very well, but it does take extra time.*

Q: How will I know my order will get to me on time?

A: *We provide progress details throughout the process. Your tracking number will be provided as soon as it is available so you can rest assured that your order will be received as planned.*

I NEED THEM FASTER:

Q: Is there a way to get them sooner?

A: *Of course. Green Benefits will try their best to build a timeline to meet your needs. Sometimes there are situations that require rush fees. Rush fees will be discussed and agreed upon in advance unless there is a delay in the proof approval.*

Q: What do I do if I need the bottles really fast?

A: *We will advise you regarding rush fees and delivery options. If we are unable to meet your in-hands date, we will tell you up front. We welcome your questions and always try our best to meet your needs.*

BOTTLE COLORS:

Q: How do I decide on a bottle color?

A: *From the colors listed on our websites, select a color that compliments your imprint and is appropriate for your event or promotion. Also, consider using the bottle color as one of the colors of your imprint. It's called a "punch out". We make part of the imprint transparent and the bottle color shows through.*

Q: Can I mix the bottle colors in one order?

A: *Yes, but different bottle brands have different requirements. Ask your representative and we will do our best to accommodate your needs.*



GreenBenefits

11820 Northup Way, Suite E200, Bellevue WA 98005

p: 877-476-2363 | e-mail: info@greenbenefits.com | www.greenbenefits.com

MY IMPRINT MESSAGE:

Q: How many colors are included in the price?

A: *One color is included in the price.*

Q: How many colors should my logo or message be?

A: *Additional colors increase the cost-per-bottle. In some cases it cannot be avoided. However, we do have an option, which essentially allows a second color without additional cost. It's called a "punch out". Simply put, you choose a bottle color that can be used as one of the colors in your imprint image. We make that part of the imprint transparent and the bottle color shows through.*

Q: What colors can I use in my imprint?

A: *Our printers will do their best to match your desired imprint colors. Although it is rare, there are cases where a fee is charged for an exact match. We can only use solid Pantone colors – not screens or half tones. Please visit our Pantone (PMS) color chart at: <http://www.customnalgenebottles.com/pantone-color-chart-custom-bottles/>*

MINIMUM QUANTITIES FOR PER ORDER

Q: What is the absolute minimum order?

A: *The quantity that starts making economic sense is 72 bottles. We do, however, allow quantities as low as 36 for some brands. Nalgene, for instance allows a minimum order of 36 and 48. Camelbak's minimum is 72.*

Q: Do I have to order specific quantities?

A: *Some brands do require case increments and some do not. For instance, Nalgene will allow any quantity at or above the minimum of 36. Camelbak, however, requires case lot increments of 24 for orders of the minimum of 72 and above (72, 96, 120, etc.)*

Q: Does it make sense to order extra bottles?

A: *If you need about 60 bottles, what should you do? As stated under the topic of minimum quantities, it starts to make economic sense when you order 72 or more bottles. The difference between 72 bottles and 36 bottles is usually about \$2.00 per bottle. So, if you think you'll be reordering in the future, it's best to order the extras up front. We've seen many occasions where a customer orders 72 bottles and enjoys a desirable per bottle price. Then, two months later they need another 20 or so. The minimum for Nalgene bottles is 36. So they end up paying a premium for the second order. If there is any chance you'll need more later on – add them to your initial order. By doing so, you may even reach the next quantity discount level and save more.*



SAMPLES:

Q: Can I get a sample of a blank bottle?

A: Sure. It takes about five business days depending on your location in relation to *the printer*. *Bottle and shipping costs may apply. Please request information on your request for quote.*

Q: Can I get one bottle with my imprint on it before I commit to an order?

A: *Yes, but often the cost and time delay are prohibitive. To produce and deliver one preproduction bottle with imprint involves print setup and printing charges. If time and budget permit, we are happy to produce a preproduction imprinted bottle. We find, however, that the virtual proof process is satisfactory for most customers.*

HOW DO I CHOOSE A BOTTLE?

Q: How do I pick a bottle?

A: *There are several factors to consider in choosing a bottle. They include; budget, end user needs, branding goal and, of course, quality. We talk about the Good, Better, Best proposition. If you select a popular bottle of high quality it is more likely that it will be used more frequently and less likely it will be tucked away with other giveaways. We can help you select the right bottle for your budget and promotional goals.*

Q: Why should I spend the extra money on a more expensive bottle?

A: *If you aren't so concerned about the shelf life of the bottle or your message, maybe a less expensive option is right for you. We have several to choose from. If, on the other hand, you want to extend the reach of your brand, you may want to select a popular and high quality bottle. Too many giveaways become dusty trinkets tucked away in the closet. High quality bottles get used. We offer the best bottles on the market.*

WHAT CAN YOU TELL ME ABOUT QUALITY CONTROL?

Q: How do I know you will deliver a quality product?

A: *If we can't meet your needs, we won't accept your order. Once we accept your order, we keep you posted on the process and always ask for feedback when your order is received.*

Q: Do you have a satisfaction guarantee?

A: *If your order is received with quality issues, we will work with you on a satisfactory solution. We will promptly respond to any quality issues.*



GreenBenefits

11820 Northup Way, Suite E200, Bellevue WA 98005

p: 877-476-2363 | e-mail: info@greenbenefits.com | www.greenbenefits.com

PRICING AND PAYMENT:

Q: How do I know your price is competitive?

A: *Our goal is to provide the highest quality coupled with unusual service at a very competitive price. Please see what customers are saying by visiting our testimonials. We listen, we respond and we deliver. That's just the way it should be.*

Q: My company requires an invoice before I make a credit card purchase; can I get one?

A: *Yes, we will email a detailed invoice. The invoice has a "pay online" option for easy credit card payment.*

Q: I see the price per bottle, what other costs are involved?

A: *There are no hidden fees. The price includes converting your imprint to a vector file; printing and UPS ground delivery to your Continental United States address. If you have a rush order, we will discuss any appropriate rush fees in advance of your order.*

Q: Is the price published on your websites flexible?

A: *Our published prices are very competitive, however, we welcome your request for quote. We will do our best to provide the very best price we can. Our customers have been very pleased with our prices, quality and service.*

FUNDRAISING PROGRAMS:

Q: Can you help with my fundraiser?

A: *Absolutely! We provide friendly advice and a very competitively priced variety of bottles and other products suitable for resale. We make the process as simple as possible. After determining what bottle or other product is right for your fundraising effort, we provide a virtual mockup of your imprint on the product. You then use the mock up as a pre-sale tool in order to collect the funds. You incur no costs until you are ready to place your order. And – we lock your quoted per-bottle price to give you plenty of time for your pre-selling. The price of the bottle is the only cost you'll have. Your mockup and UPS ground shipping to your location are all included in the bottle price. Call or email for more information. We will guide you through the process.*



GreenBenefits

11820 Northup Way, Suite E200, Bellevue WA 98005

p: 877-476-2363 | e-mail: info@greenbenefits.com | www.greenbenefits.com

OUR COMMITMENT TO SUSTAINABILITY:

MORE THAN JUST GREEN PRODUCTS

Partnering with environmentally friendly businesses, Green Benefits provides sustainable products and fundraising programs for schools, colleges, individuals, organizations, and businesses alike. Not only can you purchase products like our Nalgene, Camelbak, or stainless steel water bottles, you can do more to benefit your business or organization and advertise your commitment to being green. Our fundraising solutions give businesses, schools, and organizations optimum and effective green fundraising alternatives that not only help you raise money, but contribute to your beliefs of a greener, healthier world!

