

Hello,

Thank you so much for taking an interest in becoming one of our founding AJ's Print House Club members.

As a club owner myself, I know how frustrating, costly and time consuming ordering kit, uniform and merchandise for my members can be. I understand the needs of you and your members to make sure they feel confident and proud in their clubware. And, I know that a few pounds at the end of the year to freshen up your own club leader wardrobe is always welcome. Which is why I'm super excited to be inviting you to join us at AJ's Print House Clubs.

Here is a full run down of how it all works. Have a read through and let me know of any questions you have.

### **IN A NUT-SHELL**

The AJ's Print House Clubs service is a brand new service where any club, group or membership activity can have a page hosted on our website listing all of their club clothing and merchandise. Your members then order directly from us, and we deliver directly to them.

### **THE BENEFITS**

- No order admin for you – we sort all orders for you direct with your members.
- No need to group and bulk order from suppliers – your members can order as and when they want from us.
- You receive 7.5% of your orders back as a credit note to use to buy kit with us. Perfect for treating yourself to your own clothing.
- Completely online – your members can order anytime, anywhere from your page on our website.
- Easily add new products to your range - tshirts, hoodies, training wear, mugs, water bottles and more with minimal commitment.
- Add special items – such as show or event tshirts, with names of all participants on the back.

### **SETTING UP & LISTINGS**

As one of our founding AJ's Print House Clubs, we will set up your page for Free of Charge! We will design up and add as many products as you like, however for every new product we add you must buy one of those items at time of set up. This makes it viable for us to put in all the admin work our end, and do the product photography. We call these items samples, however you are welcome to use them as you wish including selling on to your members. Please note, samples are not included in the 7.5% kickback scheme.

### **KEEPING YOU IN THE LOOP**

We will quote and agree the pricing of any new items with you before they are added. To enable us to not require you to bulk buy, we often make to order. We do not hold stock. However, we always aim to dispatch items within 2 weeks of order. If there is going to be a delay on an order we will contact the customer directly, and also CC you in so you know what is happening.

### **REPORTS & REVIEWS**

Every quarter, group leaders will receive a full report of sales through the site and credit note for the 7.5% credit. Credit notes are valid for 12months – so you could save these up to treat yourself.

To keep your webpage online with us, we ask for a minimum of 20 items sold per calendar year. We will also together annually review your listings – suggesting removing those with very low sales over the 12 months.

### **POSTAGE AND PACKAGING**

Orders from the website will be subject to P&P. We try to keep these at cost prices – e.g. currently orders containing 2 or less tshirt-type items cost £1.95 postage, hoodies and other items cost £3.50 P&P.

However, if you feel there will be a large number ordering items within a short period of time (eg the beginning of term or for an event) we can work with you to run a ‘Order before a deadline date for free collection from your group’ and us group all orders and get to the group leader free of charge to hand out in class.

### **RETURNS**

We do have a return policy including if the customer has ordered the wrong size. However personalised items cannot be returned unless there is a proven manufacturing issue.

### **PRICING**

We try to keep all of our items as affordable for your members as possible, whilst still maintaining the ability to make to order and not impose any stock holding cost to our clubs. All prices will be sent to group leaders to approve first. If we need to implement a price increase, we will contact you and give you at least 14 days notice.

### **COMMITMENT**

For our partnership to work, we do need to both commit to working together. We commit to maintaining your webpage, providing brilliant items and customer service to your customers, and communicating with you exceptionally. In return, we ask for AJ’s Print House to be your sole provider on all of the item types listed on your Club page on our site. Our agreement will have a notice period to end of 30 days – meaning if you did decide to move to a new supplier, you only need give us 30 days notice of change.

I would love to invite you to get involved with AJ’s Print House Clubs as one of our founding members. Do let me know of your thoughts and any questions you have.

Many thanks,

Adele x

Adele Clarke

AJ’s Print House