

2023 Sample Policy

Overview:

The objective behind the Game One sample policy is to simplify the way samples get in our customers' hands. Streamlining the samples process also has a significant impact on the amount of returns processed on samples.

Sample Policy-

Best Practice

- Check with your region reps or manager first to obtain the sample.
- Check with the vendor's territory manager to supply the sample.
- Order the sample.

Quality Samples

- Utilize a shared doc on SalesDeck of quality orders that have mis-printed garments. These samples are sent at no charge to the customer, and are not meant to be returned.

Ordering Samples

- Sales rep can choose to invoice the samples with a selling price, or at \$0 against their gross profit and keep the sample for future use.
- Customer has 30 days upon receipt of goods to return samples for credit, and it will be processed based on our return policy.

Sample Return

- Samples sent to the customer from Game One inventory will return to Game One Inventory with a supplied call tag for the customer.
- Samples sent to the customer from Vendor inventory will return to the vendor inventory. Customer will ship them back on their own if a call tag isn't provided from the vendor.

Order Process using samples

- Sample order will stay sample orders and Game One will either invoice the samples or the customer can return the samples within 30 days.
- Samples should not be added to a regular order.
 - *RSM or AVP approval needed to add a sample to your order.*