



Swag Store Pricing & FAQs

The Awardco swag store allows you to offer custom-branded merchandise to your employees as redemption options in your recognition platform. This document outlines current pricing for this redemption option including setup, subscription, and any additional fees that may be charged based on your desired configuration. Additional information about setup, fulfillment timing, returns and other topics can be found in the FAQ section included below.

A digital catalog of available items is available upon request. Please connect with your Awardco contact to receive this catalog or to discuss any questions not addressed in this document.

Pricing

Standard Costs	
Store Setup Fee	\$500 One-time
Subscription Fee	\$1000 Annually
Add-ons	
Additional Logo Image Configuration or Additional Logo Placement*	\$250 annually per additional logo or logo placement
Additional Sample Kit	\$50 per kit
Full Catalog Sample Order	\$800
Post-Implementation Design Request (Color Changes, Logo change, etc.)	\$50 per hour

Using the fee structure outlined above, an Awardco client who ordered a full catalog sample and proceeded by making two versions of their logo available on their merchandise would be invoiced for a total of \$2,550 (\$500 store setup fee + \$1000 annual subscription fee + \$250 additional logo fee + \$800 full catalog sample fee) in their first year and \$1250 for each subsequent year (\$1000 annual subscription fee + \$250 additional logo fee) assuming no changes were made to the originally configured options. Remember, your Awardco contact is available to answer any pricing questions you may have as you consider the ideal configuration of your store.



Swag Store Frequently Asked Questions

1. In which countries is the Awardco Swag Store redemption option available?

- a. At this time, we only support stores within the U.S., Canada, and Mexico. The Swag Store redemption option will become available to other countries later in 2022.

2. What does the price displayed for a swag item include?

- a. Item prices include the price of shipping and any taxes/VAT. Shipments outside of the US may incur customs fees depending on the destination country. The fee may vary depending on your order value, country limits, and other factors based on the product itself.

3. How do returns work for custom swag items?

- a. As swag store items are custom made on an on-demand basis, only damaged products or items that don't fit their description are eligible for return. Employees should follow proper item care instructions and report issues to Awardco Support no later than 4 weeks after the order has been delivered. If an employee does request a return, it is best to include photos to illustrate the issue (garment pictured on a flat surface in full view and natural light).

4. How long does it take to set up a swag store and make it available to employees?

- a. Store setup typically takes 4-6 weeks.

5. What do I need to provide to Awardco for a swag store to be set up?

- a. Once you're ready to begin the setup process, you will be sent a survey to collect the information needed to proceed with the setup process, including a vector image of the logo(s) you will be using. After your survey is received, your Awardco representative will schedule a time to review the swag store and provide item color options, approval of any logo color changes, price approval, etc.

6. What are the requirements for the type of logo used for store setup??

- a. All logos must be a vector file formatted as AI, EPS, or SVG
- b. Small words in and around the logo cannot be embroidered

- c. White text cannot be used on a white item unless the text has an outline in another color

- d. No more than 6 colors may be present in a logo. If a logo containing more than six colors is provided, some colors will be converted so that there are no more than six colors. If your logo has more than six colors and you do not want these colors converted, consider using a black, white, or monochrome version of the logo

7. Can multiple logos be represented in the swag store?

- a. Of course! Awardco values and encourages choice in all things, so if your company wants to make multiple logos available, you may pay the add-on fee for additional logos (see pricing above). The add-on fee is charged annually.

8. Can I preview/sample any items before we finalize the swag store redemption option?

- a. We offer high quality items, including some brand-name offerings. To ensure you approve of the quality of items as well as your company's logo depiction, a sample kit with a limited selection of available items is included in the swag store setup cost. Samples will be sent and should arrive within 2-3 weeks of being ordered. The sample kit includes a hat, t-shirt, and a sticker. Additional sample kits and a full catalog sample can be ordered for the costs listed above.

9. How long do swag items take to arrive?

- a. Orders are typically received 1-2 weeks from when they are placed.

10. How can employees track their swag item?

- a. Tracking information will be available in the "Orders" section of the individual's Awardco account once the order is shipped.

11. Can employees purchase swag items with personal funds?

- a. Items purchased on the Awardco platform can only be redeemed using points awarded through the platform. No personal funds can be used or added to the Awardco platform to purchase swag items or other redemption options.