

MPURNAA

Cap Setup Orders 2021

While setting up your account for our Seamless Fulfillment Service a setup order of 12+ caps helps us to partner together well and ensure your future orders go as quickly and smoothly as possible.



Why do we schedule a setup order before moving forward with regular order processing?

- We both want your orders to run seamlessly! The goal of the setup order is to prepare well, ensuring a smooth flow of information on both sides for the best order fulfillment. Together we'll get all details in place just as they will be for your future orders. The best way to do this is to fulfill an initial order for you and run through it together.
- We'll cover art files, order processing, communication plans, billing & shipping, and more, so that everything is in place and ready to go.



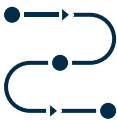
Caps You Get in the Setup Order

- Choose any 1 of our cap styles. You'll receive 12 of these with your custom artwork. They're great for product photography, marketing, salesman samples, or awesome merch for your own team.
- The setup order focuses on sublimation art files, so decorations are not typically included. If you're super eager for one of our decoration options, check the Purnaa SFS Caps Decorations pdf provided to you for details.



Cap Art Files

- We understand your art team is already skilled with mockups and print layouts. During the setup order, we'll share our ready-made layout files and detailed info on each of our cap styles so your team is equipped for cap orders from the start. We'll also be happy to demo topics and answer your art team's questions on submitting art files for cap orders. The setup order is the best time for your team to ask detailed questions in preparation for future orders.



Order Processing System

- If you have your own order processing system that you'd like us to plug into, we'll learn about it during this time by scheduling a call with your team and asking for a demo. Or if you prefer, we will set you up with our easy order processing system instead.



Communication

- We desire great communication flow between your team and Purnaa into the future. While processing the setup order, we will together decide on the best communication medium which will work for both of us. For example: a Zoom call every two weeks to discuss any questions or bigger topics, or for quick communication on orders while in process, perhaps a WhatsApp group with your art team.



Timeline

- The lead time for your setup order is the same as regular orders - two weeks from art file approval to production completion, and shipping time is according to DHL's current timelines.
- Our goal is to work with your team so that within 1 month after you're introduced to your Purnaa Account Manager, you're all set up to send your cap orders our way and experience our Seamless Fulfillment System.
- We rely on your team's great communication as we set up your account. This is the intensive phase, making future communications easy and quick.

Kindly contact your Purnaa Account Manager with any concerns or questions.

Updated May 2021