

Online Shop User Guide

#makeityours

Step 1

Customer chooses products from www.admdirect.co.uk

Customer decides on customisation details

Customer supplies embroidered & printed logos in required format

Customer confirms if personalisation is required

Customer confirms all contact details – mobile number, email

Customer requests quote by emailing all details to info@admdirect.co.uk

Step 2

ADM quote within 24hrs

Customer accepts quote via email confirmation

Customer confirms garment colours

Customer confirms customisation colours

Customer confirms delivery address

Step 3

ADM build online shop within 7 days

Customer checks over site & confirms

Customer confirms 1st opening & closing period (suggested period 1 -2 weeks)

*Shops can be opened as often as required over a year

Step 4

ADM opens online shop for set period

Customer shares online shop link via email & social media to all members

Customer informs members of how shop works

- Delivery 2-4 weeks after shop closing date
- Orders delivered to one central address unless otherwise agreed
- Orders handed out by main customer contact to members unless agreed previously to post direct

Step 5

ADM close shop & process orders on date specified

ADM notifies members of any shortages within 7 days

ADM confirm expected delivery date to members within 7 days

Step 6

ADM dispatch order

Text message sent to customer confirming dispatch

Step 7

Customer receives orders at agreed postal address

Customer distributes orders to members

Happy customer & members who provide testimonial & images for ADM to use via social media.

Please note:

“Customer” is referred to as the lead member of the club/society/organisation that is tasked with its merchandise requirements

“Members” refers to individuals that order via the ADM online shop that has been created for a particular club/society or organisation.

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