

## **MA19232 Arrow Safety Device Iowa DNR Uniform Ordering Process**

1. Standard items with no Embellishments or Alterations (All pants with standard inseams and unembellished shirts)
  1. Email Renee/Arrow Safety Device Order Include Below Information:
    - a) Your First and Last Name
    - b) Item#, Item Color and Item Size
    - c) Confirm Shipping Address
    - d) PCard Information
  2. Renee/Arrow Safety Device will email you completed quote.
  3. Renee/Arrow Safety Device will email you order confirmation.
  
2. Embellished/Embroidered items and Alteration items and Patches
  1. Email Renee/Arrow Safety Device Order Include Below Information:
    - a) Your First and Last Name
    - b) Item#, Item Color and Item Size
    - c) Custom Embellished/Embroidery/Patches Needs
    - d) Alteration/Hemming Needs
    - e) Confirm Shipping Address
    - f) PCard Information
  2. Renee/Arrow Safety Device will email you completed quote Order Proof for approval.
  3. DNR Employee will review and confirm Order Proof. Email your approval to [rcannon@arrowsouthpenn.com](mailto:rcannon@arrowsouthpenn.com).
  4. Renee/Arrow Safety Device will email you order confirmation.

### **Backorders**

Renee/Arrow Safety Device will notify you by email when an item or order is on backorder or out of stock once the Contractor is aware of the backorder.

### **Errors in Patch Placement, Embroidery or Embellishment.**

Errors made in patch application, embroidery or screen-printing made by the Contractor after the proof has been approved, in writing will be the responsibility of the Contractor to replace the inferior garment with a new garment with the requested embellishments at no cost to the ordering entity. The replacement apparel or accessory must be delivered within ten (10) business days of the reported error.

Errors in patch application, embroidery or screen-printing determined to be the fault of the ordering Agency will be replaced with new garments and requested embellishments with all replacement costs charged to the ordering Agency or employee.

### **Arrow Safety Device Primary Point of Contact**

Renee Cannon, Federal Sales Manager  
Arrow Safety Device  
Phone: 302.856.2516 x10  
Fax: 302.856.1549  
Email: [rcannon@arrowsouthpenn.com](mailto:rcannon@arrowsouthpenn.com)