



JACKSON®

SAFETY

Hard Hat Customization FAQs

Why should customers choose SureWerx (Jackson Safety) for their customized hard hat needs?

SureWerx boasts one of the most comprehensive Good/Better/Best hard hat product offerings in the industry today. With our new automated equipment and online portal, users can now fully customize their hard hat selection in 4 easy steps. Check out these turn-key solutions and benefits:

- Proofs and a quote sent within 3 days
 - 3-day turnaround if there are no issues with the request or logo submitted
 - If the logo is submitted in an unacceptable format, the timeline will be longer than 3 days
- 5- to 15-day turnaround time on new orders (once proof is approved and purchase order is processed)
- Reordering is easy. Customers can use their previous reference ID
- 10-day turnaround time on repeat orders (part number or previous order placed within the past 12 months)
- Most competitive prices
- Low minimum order quantities
- Large printing surface proudly displays logos with no distortion
- 14 in-stock colors to choose from. Select up to 4 for no extra charge
- Print up to 4 colors on all 4 sides!
- No set-up fees or print plate fees
- Qualifies for SureWerx Freight Prepaid Program. Custom orders can be combined with other SureWerx products to meet the freight prepaid amount.

How do I get started? What if I have questions after I submit my order?

- Simply go to jacksonsafety.com/logoshop and fill out the easy-to-use online form. Most users have the form completed in 10 minutes or less.
- Dedicated email "hotline" if extra support is needed: customsales@surewerx.com

What are the order requirements?

- Order in multiples of 20 for the following styles: Minimum 20
 - Advantage Series Cap Style Non-Vented
 - Advantage Series Cap Style Vented
 - Advantage Series Full Brim Non-Vented
 - Advantage Series Full Brim Vented
 - Blockhead FG Full Brim Non-Vented
 - Blockhead FG Full Brim Vented
 - CH-300 Industrial Climbing Style Vented
 - CH-400V Industrial Climbing Style Non-Vented
- Order in multiples of 12 for the following styles: Minimum 24
 - SC-6 Cap Style
 - Charger Cap Style
 - Sentry III Cap Style
- Order in multiples of 12 for the following styles: Minimum 36
 - CH10 Bump Caps
- Custom orders are not cancellable or returnable.



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What colors do you keep in stock?

We have 11 colors to choose from. Customers can choose up to 4 of our stocked colors for no extra charge.

Choose 1-4 Free Stock Colors:

	<input type="checkbox"/>	Black			<input type="checkbox"/>	Light Green	PMS 348C
	<input type="checkbox"/>	Red	PMS 1795C		<input type="checkbox"/>	Blue	PMS 285C
	<input type="checkbox"/>	Dark Red	PMS 186C		<input type="checkbox"/>	Dark Blue	PMS 281C
	<input type="checkbox"/>	Brown	PMS 168C		<input type="checkbox"/>	White	
	<input type="checkbox"/>	Orange	PMS 158C		<input type="checkbox"/>	Gold	PMS 871C
	<input type="checkbox"/>	Yellow	PMS 102C		<input type="checkbox"/>	Silver	PMS 877C
	<input type="checkbox"/>	Green	PMS 356C				

What if I want my exact logo colors?

- You can provide your logo PMS color numbers in the portal
 - \$50 charge per color
 - Charges apply to all reorders

What file format do I need to supply?

- For best resolution and faster turnaround, please send artwork in a vector format. If you are unsure if this format is available, check with your company's graphic designer or marketing department.
 - .eps (Encapsulated Postscript)
 - .ai (Adobe Illustrator)
- High resolution files in .PDF, .JPG, or .TIF format are acceptable if the following guidelines are met;
please allow an additional 1-2 days for processing.
 - A minimum horizontal dimension of 3"/76 mm
 - A minimum vertical dimension of 2"/51 mm
 - A resolution of 300 dpi or greater
 - **If even one of these guidelines is not met, your artwork may be rejected.**
- Examples of **unusable** artwork include logos copied from websites, logos inserted into Microsoft Office Suite programs, copies of business cards, company letterhead, and photos of products with the logo on them (baseball caps, cups, etc.).

My customer does not have a print-ready logo. What can be done?

For a small fee, the SureWerx creative team can make your customer's logo usable. Upload what you have available in Step 2 of the portal and we can get to work.

- Simple logo \$30
- Complex logo \$50

I filled out the form on the portal. Now what?

- You will receive a confirmation email immediately after submitting the form
- If a print-ready image was uploaded in Step 2, be on the lookout for a proof within 3 days

Established Logo Programs/Reorders

- If you have an established part number for a customer (usually starting with JE) and there are no changes to the hard hat or logo, you do not need to go through the Portal
- These established part numbers can be submitted through Customer Service as per a standard order