

Frequently Asked Questions for Canada

In December, 2017, alphabroder® and Prime Line® merged to create the industry's first true 'One-Stop-Shop' for promotional products – raising the bar on convenience, service and solutions. Since this announcement both organizations have been hard at work to deliver a one stop shop to all of our North American customers.

Who is Prime Line®?

Founded in 1980, Prime Line® became an industry leader through the introduction of innovative products and services. The company now offers more than 1700 products across 15 categories. It features exclusive brands such as MopToppers™, Leeman New York, Rubik's® and BUILT® as well as numerous product collections. In 2016, it acquired Jetline, which was rebranded as Prime's value line creating the most comprehensive assortment of product that can be shipped within 24 hours. In addition, Source Abroad by Prime is the company's custom and overseas sourcing division offering fully custom products as well as fast turn import items. A founding member of QCA, Prime Line® has an industry leading focus on product safety and regulatory compliance. You can learn more at primeline.com

What is New?

- The Prime Line® product line is now represented by your alphabroder sales representative in Canada
- You now have a dedicated Canadian, Prime Line inside sales and service team located at our U.S. Prime Line facilities
- Shipments from Prime Line's U.S. facilities into Canada have increased to five days per week from two days per week utilizing the FOB Toronto Program
- Freight rates are now calculated using alphabroder Canada rates via the FOB Toronto Program

MY ACCOUNT

Are alphabroder and Prime Line one company now?

Yes. Prime Line is alphabroder's hard goods division and will continue to operate independently.

I am a current customer with alphabroder, do I need to set up a separate account with Prime Line?

Yes, please follow the link below to set up your Prime Line account. Your new account will be set up in 1-2 business days. Please fill out this [form](#)

Can I place my Prime Line orders through alphabroder?

No. All orders for Prime Line need to be placed through your Prime Line account.

PRIME LINE PRODUCTS

How do I view Prime Line products?

All Prime Line products can be viewed at primeline.com

Does Prime Line have a catalog?

Yes, you can contact your alphabroder sales rep or email cdncustomerservice@primeline.com to request a catalog. To browse the “2018 New & Favorites” catalog, click [here](#)

Can all Prime Line items be ordered by Canadian customers?

No, the Prime Line website identifies a small number of items that cannot be shipped to Canada.

LOGISTICS

Where will my order ship from?

All Prime Line orders have freight calculated FOB Toronto and ship from Bridgeport, CT or Gaffney, SC

How long will it take for my order to ship to ship to me?

Production times can vary depending on product category. Lead times will be confirmed at the time of order.

Will my order invoice in Canadian Dollars?

Yes, your order will invoice in Canadian dollars when shipping to a Canadian address

What is the standard production time for a Prime Line Order?

Production times vary depending on the imprint process selected. Many items are available with free 24-hour or 3-day rush service. For information on standard production times and rush service, click [here](#).

More information is available at primeline.com and jetlinepromo.com.

You can email your question to cdncustomerservice@primeline.com.

SAMPLES

Are samples available from Prime Line?

Yes, please email:

For Prime Line samples, please email your request to cdnsamples@primeline.com

For Jetline samples, please email your request to cdnsamples@jetlinepromo.com

Is there a charge for samples?

Sample orders totaling less than \$15 CDN, will be no charge if you provide a UPS shipper number. Your order will ship via UPS Ground unless another freight method is requested. If a shipper number is not provided, the order will be invoiced at the EQP price and shipped via USPS, which will also be invoiced.

Orders totaling \$15 or more will be invoiced at the EQP price with a UPS shipper number provided; orders totaling \$15 or more will shipped at the EQP price and shipped using the most economical way.

Are samples returnable?

No. Samples are not returnable. If the sample is defective, please contact customer service for instructions.

Spec Samples

Spec samples include a specific logo, decoration method and location. Spec Samples are billed at the EQP cost of the product plus \$40(G) per color/ location. Setup and run charges apply. Not available for 4-color process heat transfer. These items are not returnable.

Self-Promotions

For items shipping from Bridgeport, CT: EQP less 30% with setup charges on an (A); for items shipping from Gaffney, SC: EQP less 10% and 50% off applicable setup and run charges (N/A for apparel).

Virtual Specs

Free virtual specs are available within 24 hours by contacting our sales and support team at cdncustomerservice@primeline.com

SALES & SERVICE

Who is my sales representative for Prime Line?

The alphabroder outside sales team will represent Prime Line throughout Canada. Inside sales and Customer Service will be handled by Prime Line.

Please email cdncustomerservice@primeline.com with any further questions.