

buzztag's guide to
being awesome

2020-2021

IT'S A MATTER OF TIME

Everyone we know is freakishly busy. Good stuff is happening all day, every day. Honor the crazy by showing up on time for meetings and scheduled phone calls. We pour our heart and soul into every project, so please be upfront about your order needs, timeframe, and budget so we can roll up our sleeves and get straight to what matters.

Because we know you honor our time, you'll understand why we require a \$1,000 minimum annual purchase and deposit ~ to be applied to your order.

EVER HEARD OF “BACK OF THE REFRIGERATOR” SYNDROME?

(We totally made it up.) Also known as “scope creep,” we’re referring to the uncontrolled growth of a project. Yep, sometimes orders need to change. No problem. A lack of clarity, however, can turn a simple order into a scary bowl of fuzzy leftovers behind the jar of pickles. Let’s define your needs and expectations at the very beginning, okay? Okay.

SAMPLES ARE AWESOME, BUT...

It’s worth it to see, touch, and pass swag around your office for everyone to ogle before making a decision. Should you choose not to place an order, we’ll need to charge for the samples + shipping. Sorry for being so mean.

COMMUNICATION MATTERS

Every phone call, email and in-person chat means the world to us. We admit it—we're obsessed with your happiness. To keep your order running smoothly, please return emails + phone calls right away. Need to make changes? Let us know as soon as possible and we'll do our best to make them happen.

HONOR CREATIVITY

We are creative people in a creative environment and thrive on dreaming up ways to ignite mad love for your brand. Creativity is our superpower, so please don't shop our ideas around. We're all in this together.

WE LOVE SPECIAL PROJECTS

We thrive on creating big, beautiful collections that create a big buzz for your brand. As we're sure you're aware, this takes a lot of time and effort. So, for special projects, we require a \$2,500 deposit ~ to be applied to your order.

Don't freak out ~ we don't bill you right away. We won't send this until the expected completion of the project, not to exceed 180 days. If you've ordered the minimum of \$2,500 then you won't notice a thing.

NOW, LET'S MAKE STUFF THAT MATTERS.

brenda speirs, ceo
buzztag