

GUIDELINES + PROCESS

Custom Order

We love to see you sport your HonorHealth pride!

As HonorHealth grows, so does the recognition of our brand. To maintain brand integrity, **iCoStore** is the approved vendor for all HonorHealth-branded items and promotional products. The Marketing Department has final approval on all logo use.

Looking for something custom that's not on HonorHealthSwag.com? The iCoStore team can help you source products and ensure designs meet brand guidelines. Custom items may have a setup fee of \$25-\$65, depending on the design.

Custom items—such as team t-shirts or customized badge reels— won't be listed on the Swag Store. These items are considered special orders and must be paid for upfront, shipped together and distributed by the person who orders them.

CUSTOM APPAREL GUIDELINES

All apparel intended for work must follow HonorHealth brand guidelines, including the proper use of logos, colors, fonts, graphics and messaging.

HonorHealth Brand Guidelines can be found on [Brandfolder](#).

Important apparel guidelines:

- **Front of shirt:** Custom department apparel must feature the HonorHealth logo on the front. You can include your department or facility name underneath (chest pocket area), called a logo lock-up.
- **Logo use:** Follow approved logo placement and naming conventions.
- **Color palette:** Use HonorHealth's brand palette. Recommended t-shirt base colors: white, purple, black, navy or gray.
- **Brand fonts:** HonorHealth's brand fonts are Gotham and Utopia. iCoStore can help add them to your design.
- **Graphics:** Graphics should relate to healthcare or department-specific roles. Avoid political, religious or other imagery that could be considered sensitive or offensive.



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CUSTOM ORDER PROCESS

1) Submit your request

Use the **Jotform** on the previous page to begin your order request.

Please include as much detail as possible:

- Desired product
- Quantity needed
- Budget range
- Ideal delivery date and address
- Text/graphic design ideas (attach any supporting files)

2) iCoStore review and quote

iCoStore will provide a selection of product options. Once you choose an item and have a general idea of the artwork needed, you'll receive a price quote, which will include applicable setup and design fees.

3) Brand approval

All items using the HonorHealth logo or intended for wear in HonorHealth facilities must be approved by HonorHealth Marketing. iCoStore will submit all designs for approval before production begins.

4) Payment and order processing

Once the quote and visual mockup(s) are fully approved:

- *If ordering through a cost center* > you must provide the full cost center number, and the order is contingent upon leader approval.
- *If paying by credit card* > you must contact iCoStore directly. For security reasons, do not email credit card details.

Once the cost center or credit card is received, the first day of production documented on your quote will begin. Any delays in submitting this information will be added to the production time.

5) Order confirmation and fulfillment

You will receive an Order Confirmation to confirm that your order has been received and is now in process.



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ADDITIONAL FEES AND CHARGES

Certain fees may apply based on the complexity, timing and method of your order:

Setup charge

\$25-\$65 (depending upon complexity of art and decoration method).

Note: Setup charges may apply even if an order is not placed. If iCoStore needs to create the art files, a setup fee will be charged.

Rush charge

10% of the total order, with a minimum of \$75.

LTM fee (less than minimum)

Orders under \$100 will be subject to a \$25 flat fee.

Manual entry fee

A \$15 charge will apply to orders that can be placed online but are instead requested to be placed as special orders.

Project management fee

The PM Fee applies to orders requiring significant account manager involvement, especially when customers bypass technology - \$50/hour.

ICOSTORE CONTACT

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[GET STARTED ON YOUR CUSTOM ORDER](#)

