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alphabroder.com

Commonwealth Cotton – FAQs

COMMONWEALTH COTTON BRAND

What happens with the current staff? What role does David Cramer now have?

David Cramer will stay on with the combined organization as the New England Regional Manager. David will focus on maintaining and growing the relationships he established and built over the past 31 years at Commonwealth Cotton. David Cramer is available via email at dramer@alphabroder.com

What happens to the Commonwealth Cotton name?

Commonwealth Cotton will be positioned under the umbrella of alphabroder.

PRICING AND CREDIT

How will this union affect pricing of products?

All pricing will aligned by June 28th, 2019.

SHIPPING AND DELIVERY

What happens to the Same Day Delivery Service?

This service will end on June 28, 2019. If you have an urgent need for a same day courier delivery, please contact alphabroder at 800-523-4585.

How will the affect the Commonwealth Cotton warehouse?

The Commonwealth Cotton facility at 610 Pleasant Street will close at end of business on Friday, June 28, 2019. Thereafter you will be serviced from the alphabroder Middleboro, MA location.

What is the cutoff for orders with alphabroder?

Standard cutoff is 5pm local time.

Where is the alphabroder distribution center?

154 Campanelli Drive Middleboro, MA 02346

What else do I need to know about the alphabroder Middleboro distribution center?

The Middleboro distribution center is open from 7 AM to 5 PM Monday through Friday. Same day pick up is available Monday – Friday for orders placed by 3 PM.

- This is a 290,000 square foot facility that has over 35,000 sku's and \$42,000,000 in inventory. The sku assortment includes all the sku's you have available at Commonwealth Cotton and many more.
- In addition to the MA facility, you have access to the entire alphabroder distribution network for your ordering needs.
- There is a conference room at the facility that you are welcome to use for meeting with your customers. You can reserve this room by calling 800-782-7770.
- The manager is Kim Campbell and her email is kcampbell@alphabroder.com

PRODUCT AVAILABILITY

What affect does this have on the current Commonwealth Cotton assortment?

alphaborder carries Gildan, American Apparel, Comfort Colors, Adams, Star Tees, Anvil, and Bayside, other brands will no longer be available.

What happens to commonwealthcotton.com?

At close of business on June 28, 2019, the Commonwealth Cotton website will re-direct to alphabroder.com

ACCOUNT INFO

Do I need to create an account with alphabroder?

- a. If you currently have an account with Commonwealth Cotton and have purchased since 2017, you will have an alphabroder account. In some cases, your account number may stay the same, but you will still need to set up a web account for online access here.
- b. If you don't currently buy from alphabroder and your Commonwealth Cotton account # cannot be used due to that number already being utilized, you will be assigned and advised of your new account number.
- c. If you already have an alphabroder account, you can use your alphabroder account number to place orders.

What happens to my Credit account information that I currently have with Commonwealth Cotton?

In most cases, your Commonwealth Cotton terms and alphabroder are the same. The Credit Department will work closely with all customers to ensure there is no service interruption or delayed releasing of orders.

What happens to my account information that I currently have with Commonwealth Cotton?

Most of your account information will be brought over to alphabroder. We will have your order history for the last few years. We will not bring over sensitive data such as credit cards so you will be prompted for card information the first time you place a credit card order with alphabroder.

How do I place an order?

- If by Fax, please utilize the current Fax # 1-800-845-4970
- If by email, please send purchase order to sales@alphabroder.com
- If by phone, please call: 800-523-4585
- Also if you use the existing phone numbers, fax lines or email address for CC, the call / email will redirect to the alphabroder call centers as well.