



HOWARD

Sportswear Graphics Express, Inc.

Presented by:

NBM
INC.

Custom Communications

WE WILL CUSTOM TRANSFER YOU TO CUSTOMER SERVICE!



Recently, it has become widely known that fast and quality cannot coexist. It's either one or the other. What has happened? Americans are an on-the-go nation needing everything fast. Food has become fast but in order to provide it calories and fat content has gone up. Anything of quality has become well known for taking days, weeks, or even months to receive.

Businesses have been given the challenge of providing both while at the same time reliable. Consistently fast quality work isn't seen every day. Except at Howard Sportswear Graphics Express, Inc.

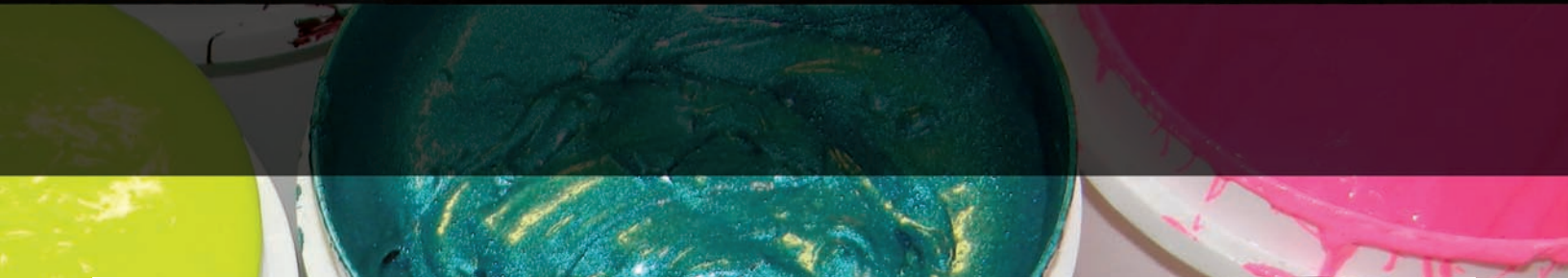
The co-founders efforts to make customer relations relaxed while offering a work place to reflect that has make Howard the place to go for quality inks. Period. Experiencing the environment within makes one wonder if they have a secret trick to it all.

HISTORY

Jeff Howard and Jim Boynton started Howard Sportswear Graphics, Inc. (HGS) in 2002 in Elgin, IL. Over the past nine years their company has grown into a 15,000 sq. ft. facility outside of Chicago.

A combined 55 years experience in the transfer industry set Howard and Boynton apart. The co-founders have stayed true to their core belief: providing the best customer service in the industry.





The business is owned and operated by a 32 person collection of family members and close friends. Creating an open, friendly atmosphere for employees and customers alike is key to Howard Sportswear Graphics.

ATMOSPHERE

As customers enter HGS's front door they are greeted to the sounds of music and employee laughter. This atmosphere is a credit to Jeff and Jim who support and encourage an open environment making for positive day to day workflow.

The staff of Howard Sportswear Graphics, Inc. is a tight knit group that looks out for one another. From the front entrance to the back loading docks are smiling, personable employees. Every member strives to make every customer's experience a positive one.

RELIABLE CUSTOMER SERVICE

Howard Sportswear Graphics Express, Inc. is dedicated to excellent customer service. Every incoming call is answered by a member of the sales staff. The automated system is only utilized after hours. This has

benefited both customers and employees alike. Cooperative, working relationships are constantly growing and evolving on a daily basis.

The value of these relationships is of top priority and maintaining them well into the future is the ultimate goal. Approximately 90% of business is



◀ the result of repeat customers. This amount of repeat business stems from the commitment that every employee makes to excellent customer service.

PRODUCT

Numerous products are available to fulfill customized decorating needs. From plastisol transfers to custom cut vinyl and everything in between. Howard Sportswear Graphics Express, Inc. will exceed expectations when it comes to the quality transfer products offered.

Products are all wash tested in house to ensure maximum durability. Even shirts produced years ago seen on the street still look great to this day. From plastisol transfers to custom cut vinyl and everything in between, Howard Sportswear Graphics Express, Inc. will exceed expectations when it comes to the quality transfer products offered.

Color matching is a must with any project. Howard Sportswear Graphics Express, Inc. can make magic happen. The ink department special-

izes in custom formulation and color matching. If there is ever a substrate that a client is having trouble finding an adequate transfer solution for, Howard Sportswear Graphics Express, Inc. has the answer.

SAME DAY SERVICE!

In 2009, Howard Sportswear Graphics started offering same day service with great success. If a customer places an order before 10:00 am CDT, the order can be shipped that very same day at no additional charge.

This service is available for multi-color, as well as single color, jobs and is available in all 50 states. So, if there is a last minute rush order because the high school team just won an important game or a surprise party came up at the last minute contact Howard Sportswear to get a quality job done on time.

Check out Howard Sportswear Graphics Express, Inc. on the web at www.howardsportswear.net to see the wide range of services today.



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