



MOUNT OLYMPUS AWARDS

<http://www.mountolympusawards.com>

Letterman Jackets FAQ

This FAQ was designed to provide an answer to the most frequently asked questions about letterman jackets. If you are looking for a step-by-step guide to designing and ordering a jacket, read our free tutorial [Ordering Letterman Jackets](#) or [Varsity Jackets](#), which will walk you through the process.

Where can I find pictures of letterman jackets you have designed in the past?

In addition to the product pages themselves which show detailed pictures of our entire jacket line, we offer a [photo gallery](#) that includes pictures of our past work and a sampling of facilities of our primary suppliers.

Out of what materials are your letterman jackets manufactured?

Just like top sporting goods stores throughout the United States, we offer only the highest quality genuine leather sleeves and soft, luxurious melton wool bodies on all of our letterman jackets. Our employees and management believe strongly that a once-in-a-lifetime investment should be built to last; that is why we refuse to sell the faux leather or lesser quality wool you may see advertised elsewhere for under \$100.

At my local retailer, finished letterman jackets often go for over \$500. How are you able to sell your products at such steep discounts? Am I getting the same product?

Absolutely! When you order from Mount Olympus Awards, you are getting the exact same top-of-the-line jacket you expect from the leading sporting good stores in the United States. In fact, it is possible that the product is coming out of the same factory is would if you *did* purchase it locally. The difference? You pay less and get it faster. We are able to accomplish this in two ways:

1. *Economies of Scale:* Due to our purchasing power and special agreements we have made with many of the same wholesalers that supply your local gift and sporting good stores, we are able to guarantee a high quality product, a wider selection, and prompt delivery directly to your doorstep, all at a fair price. It's the same principle of big-box retailing; when you sell tens of millions of dollars



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of merchandise per annum, you are going to operate more efficiently than if you are doing a few thousand dollars.

2. *Lower Operating Expenses:* Unlike traditional retailers selling letterman jackets, we don't have to pay for costly high-traffic real estate locations, television commercials, fancy displays, or other auxiliary expenses. This allows us to pass tremendous savings directly on to our customers.

How are you able to deliver letterman jackets so quickly?

When we first opened our doors, so to speak, we surveyed the competitive landscape of the custom award industry. After careful research, we approached the fastest, most reputable, and consistent supplier of custom chenilles and developed a relationship just like any other sporting goods store would. Over time, our volume has allowed us to receive priority service that simply can't be matched.

Why do the rush fees on letterman jackets seem so high?

At first glance, the rush fees on custom jackets and letter sweaters may seem high. This guaranteed delivery, however, costs us a substantial amount of time, manpower, and money and is likely the same amount you would pay for such service at your local sporting goods store. On average, a majority of the charge is used to cover overnight freight in for needed components to the factory and overnight freight out to the end customer. Here's a rough breakdown:

1. **Guaranteed Delivery:** The rush fee must be sufficient to cover overnight delivery, if necessary, by UPS or another major carrier. For a large order, this cost can be substantial, especially if there are numerous products per order or the recipient is a great distance from our supplier's facilities.

2. **Supplier Costs:** Our supplier, like most custom chenille companies, charges a surcharge up to 75% for ten business day delivery. This covers the cost of freight in (e.g., having the letterman jacket overnighed from our supplier's component supplier to the factory) and rush production: the order is immediately received by an associate who digitizes the design in a special software program, it is placed in front of all outstanding orders on the factory floor, expedited to the cutting department, and, if necessary, pushed to the front of the sewing department. A shipping manager then tracks down the order



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manually, checks that everything is in order, and ships the order personally.

Net, rush delivery orders do not work out as a large profit item for us. Often, they simply reflect additional costs of doing business in a hurry. Even with these optional rush delivery fees, our products often work out to be less expensive than the same items offered by our competitors.

What is the difference between varsity jackets, letterman jackets, and letter jackets?

There is no difference; they are all the exact same product, identical in every way. The term used at your local high school, college, or organization is largely the result of regional preference.

Should I get the back of my letterman jacket personalized with embroidery or a custom chenille name?

Although the decision is largely based on what is popular in a particular region of the country, many of our customers make the choice based entirely upon their own personal preference. One of the most popular options we offer is to add custom chenilles on the back of the letterman jackets and embroider the student's name on the front chest.

Where can I see your entire line of letterman jackets?

Check out our [letterman jacket category page](#).

I have additional questions that aren't answered here (e.g., I can't find the product I want on this site. Do you offer it?). How can I reach you?

The fastest way to contact one of our customer service representatives is by emailing customerservice@mountolympusawards.com. If you prefer, you can phone us at (816) 387-8121 during regular business hours, Central Standard Time.