



## Party Direct Arrangement Frequently Asked Questions

**Q: In what way, will IBC Youth service me as a customer?**

A: IBC Youth will continue to help Party Direct through the transition. Everyone will be notified by email and with a phone call to start. We realize some customers are used to submitting their orders directly to IBC Youth, so as of Jan. 16, if we receive an order by fax or email, we will send those orders to Party Direct and notify the customer that future orders will need to be sent directly to Party Direct.

**Q: What is the last date I can order Bowlopolis from IBC Youth Development?**

A: Effective with the announcement of this partnership, Bowlopolis will be shut down for a brief time while we complete final inventory and shipment to Party Direct.

**Q: So how will I order Bowlopolis after Jan. 15, 2017?**

A: All orders will be placed directly through a customer service representative at Party Direct.

Party Direct, Inc.

P.O. Box 353

Peru, IN 46970

800-548-7868

765-473-5644

[sales@partydirect.com](mailto:sales@partydirect.com)

[www.partydirect.com](http://www.partydirect.com)

**Q: What are the payment terms?**

A: All orders will be paid for by credit card prior to shipment. Party Direct accepts Visa or MasterCard. You can work with Party Direct if you wish to apply for an account. All approved accounts are Net 30 terms.

**Q: Is there a BPAA member discount?**

A: Yes

**Q: Should I still send my money to BPAA?**

A: All past-due payments for orders processed by IBC Youth should be sent directly to the International Bowling Campus, attention Bowlopolis. All payments for orders processed by Party Direct after Jan. 15, 2017 should be sent directly to Party Direct.

**Q: Can I order online?**

A: Yes, at [www.partydirect.com](http://www.partydirect.com). All centers, associations, and interested customers can set up an account to order through our ecommerce website.



**Can I still order through the BPAA access store?**

A: No, online orders will only be accepted at [www.partydirect.com](http://www.partydirect.com).

**Q: How quickly will orders be processed?**

A: Once the order is received by Party Direct with the payment, it will be processed within 1-2 standard business days.

**Q: Who is the shipping provider?**

A: All orders will ship FedEx ground. Larger shipments will go best way or by truck when less expensive.

**Q: Will I receive tracking information?**

A: Yes, all tracking information is sent by email if you order through the Party Direct website. For orders placed by phone, fax, or email, a tracking number can be provided after shipment, upon request.

**Q: Will all current products be available?**

A: Yes. Below is a list of existing products as of Jan. 16, 2017:

Episode 1 - 21 DVD (100/pk)	7" Plates (100/pk)
4 Color Crayon Box (100/pk)	9" Plates (100/pk)
Coloring Activity Placemat (100/pk)	9 oz. Cups (100/pk)
Little Bowler (25/pk)	6.5" Napkins (100/pk)
Pee Wee Stickers (10 sheets/pk)	Invitations (150/pk)
Temporary Tattoos (200/pk)	Goody Bags (100/pk)
Pin Stickers (36/pk) *	Meal Boats (250/pk)
T-Shirts (individual)	12oz Souvenir Cup with Lid (100/pk)

**Q: Will any previous products return or will new products be introduced?**

A: Party Direct will explore all options for delivering quality products under the Bowlopolis brand that can be offered at a quality price to interested customers. Those who would like to see new products should contact Party Direct.

**Q: Will the quality of the products change?**

A: No, all the same vendors will be utilized moving forward for in-line products.

**Q: Will the prices change?**

A: Yes, there will be some price changes to accommodate the change in business structure. Party Direct does not offer free freight, and it will be look to bring the Bowlopolis products under its current pricing structure with the continued goal of providing quality products at an affordable price. A price list will be provided as soon as it is available.



**Q: Who do I order from at trade shows?**

A: If Party Direct is not on-site at industry shows and an IBC Youth representative is present, the representative will accept your Bowlopolis order and send to Party Direct on your behalf after the trade show. IBC Youth will not be able to accept any Party Direct orders.

**Q: Will there still be monthly specials offered from time to time?**

A: At the sole discretion of Party Direct, it will review the inventory and orders and determine if/when a promotional offering will be sent.

*Any additional questions can be submitted to Party Direct at 800-548-7868 or [sales@partydirect.com](mailto:sales@partydirect.com).*