



CONVERSE BY YOU - BULK ORDER FREQUENTLY ASKED QUESTIONS

How can I place a Bulk order for Converse shoes?

You have a few options! All depends on the type of bulk order you want to make and size of the order.

- For 50+ pairs of shoes, send us an EMAIL at custom@converse.com
- For less than 50 pairs, VISIT US at one of our flagship locations in Boston (1 Lovejoy Wharf, MA) or NYC (Soho 560 Broadway, NY)

What are my options for Bulk ordering via EMAIL (50+ pairs)?

1. **STRAIGHT OFF THE SHELF:** Pick from our pre-made shoe styles on Converse.com including Chuck Taylor All Star and Chuck 70. This option doesn't include any custom elements like logos or patches *Note: All orders pending available inventory.* Minimum Order: 50
2. **CUSTOMIZED**
 - a. Use our custom Converse By You (CBY) builder [online](#) to create a one-of-a-kind Chuck Taylor including color of body, laces, stitching and two areas of personalization like company or team name. *Minimum Order: 50/per style.*
 - b. Our most customizable option allows you to work with a CBY designer and add your own custom artwork on our Chuck icons. *Minimum order: 200/per style.*

*NOTE: color options may change seasonally. We cannot guarantee your color selection will be available in factory, please reach out with questions and we will work with you.

What are my options for Bulk ordering in FLAGSHIP STORES (< 50 pairs)?

Our flagship stores can fulfill BASIC orders as well as light customization.

- SOHO store can do all-over print (i.e. team name/logo), press-on patches, custom grommets/laces, and embroidery stitch (i.e. stitch your name).
- LOVEJOY store can do all-over print (i.e. team name/logo), press-on patches, and custom grommets/laces

These customizations are available on the Chuck Taylor All-Star Canvas (select colors), Chuck 70s Canvas (select colors) and Apparel. All orders pending available inventory.

Bulk rate for customizing in stores is \$35/pair for print + laces + grommets (shoes sold separately).

Any discounts for Bulk orders?

- If buying straight off the shelf via email or using our custom CBY builder, bulk discounts start at 5% for 50 pairs.
- If you're customizing with your own logo or artwork, bulk discounts start at 5% for 200 pairs.
- If buying in stores, we do not offer discounts on the shoes, but do offer discounted rate for customizing services.

Do you offer additional discounts for non-profits?

YES, non-profits receive an extra 10% off their bulk orders.

Do you offer additional discounts for student groups or academic institutions?

YES, student groups or academic institutions receive an extra 10% off their bulk orders.

Do you offer additional discounts for military?

YES, military receive an extra 10% off their bulk orders.

How long will it take to get my Bulk order?

1. IN-STORE = depends on quantity & type of bulk request.
2. STRAIGHT OFF THE SHELF = 10 DAYS, after payment is received
3. CUSTOMIZED (CBY/ONLINE BUILDER) = 30 DAYS, after payment is received
4. CUSTOMIZED (YOUR ARTWORK) = 60 DAYS, after payment is received

Are there restrictions on what I can put on my Custom or Custom Plus shoes?

- No Profanity
- No images pulled from the internet
- No religious symbols, or phrases
- No drug/alcohol references
- No military insignia
- No quotes from movies, or music
- No logos, trademarks, or distinctive patterns that are used or owned by other companies (i.e., Checkerboard Pattern)
- No Celebrities
- No famous artworks of artists living or dead even if the consumer owns the image/artwork.
- No name, nickname, symbol, or image associated with another person (living or dead) without permission.

Graphics, artwork, or other materials submitted for customized orders must be original and should not infringe the trademark, patent, copyright, or other intellectual property rights of another person or entity (e.g., brand names or logos, product names, events, professional sports teams, color combinations, photographs or artwork belonging to another person or entity, etc.).

Converse reserves the right to reject designs or request modifications at its discretion for any reason.

What payment types do you accept?

For bulk orders online, Converse only accepts PayPal or wire transfer.
For bulk orders in-store, Converse accepts all major credit cards.

How do you handle Shipping? Do you ship internationally?

If you submit order online, shipping is free to one U.S. location.
Stores charge \$8 per shipping address.
We do not ship internationally at this time.

How will the shoes be packed?

If you submit order online, shipments will come in cartons of approx. 12 shoe boxes per carton.
Stores will individually wrap each pair of shoes.

Do you offer Returns?

No, bulk orders cannot be returned or exchanged.

Can I resell the shoes from my order?

No, shoes purchased in bulk from Converse cannot be resold. You must be an authorized vendor by Converse to resell.

What sizes should I order?

Converse shoes run large, so we always recommend ordering ½ size below your normal fit. Wide widths available upon request. [Size chart](#)