



Frosty Towel  
Questions and Answers:

1. Do I have to refrigerate or chill the Frosty Towel™ prior to using?
  - a. **NO** you do not have to chill Frosty Towels™ prior to using them. They will cool and be cool right out of the package. All you have to do is open the package, take the Frosty Towel™ out and wave it in air. If you need to you can refrigerate, ice, and even freeze the Frosty Towel™ prior to use. Chilling them first will help them last longer, especially when the temperature is above 95 degrees.
2. How long do Frosty Towels™ last?
  - a. The Frosty Towel™ will last 4 to 8 hours under normal conditions. The length of duration of the Frosty Towel™ is determined by the temperature and humidity at the time and location of the use. In extreme temperatures and humidity above 90 degrees it can last less than 5 hours. You can add a very small amount water to keep the towel moist and this will allow it to last longer. Remember to just keep it on the back of your neck and it will keep you cool.
  - b. The wind will also have an effect on the Frosty Towel™ duration as well. If it is very windy, the Frosty Towel™ will seem to dry out. It is not, because the essential oils are still there. You can add a very small amount water to keep the towel moist and this will allow it to reactivate.
3. Can the Frosty Towel™ be reused?
  - a. Yes, after you have used them and they are not too dirty, place the Frosty Towel™ in a zip lock bag and you can use it again the next day. At some point it will be too dirty for you to use again. At that point you will need to wash the Frosty Towel™. After that you can use the Frosty Towel™ as a wash cloth or drying cloth in the house, kitchen, garage, shop, or with your favorite sport.
4. What is the shelf life of the Frosty Towel™?
  - a. The shelf life in the package is two (2) years for the Frosty Towel™.
5. What sizes and colors do Frosty Towels™ come in?
  - a. The Frosty Towel™ comes in two sizes 12 inch x 12 inch and 12 inch by 27 inch.
  - b. The 12 inch by 12 inch comes in white, tropical pastel purple, tropical pastel pink, tropical pastel green, tropical pastel blue, pastel yellow, and a very nice beige-cream.
  - c. The 12 inch x 27 inch comes only in white at this time.

6. How can I get a sample of a Frosty Towel <sup>TM</sup>?

- a. You can contact a promotional distributor (ASI, SAGE, or PPAI) in your area, or email us at [customerservice@aquiverfull.com](mailto:customerservice@aquiverfull.com). We will give you three blank samples at no charge. It is helpful if we can use your UPS or FedEx account number. After the first three we charge \$1.50 for blank 12 x 12 samples, \$2.00 for custom 12 x 12 over run samples when available and \$2.50 for 12 x 27 blank samples, and \$3.00 for 12 x 27 for custom over run samples when available.

7. How do Frosty Towels <sup>TM</sup> work?

- a. **Please add the link to the PDF here**

8. How can I purchase Custom Frosty Towels <sup>TM</sup>?

- a. We DO NOT sell **Custom Frosty Towel** <sup>TM</sup> direct to clients, customers, or companies. You will need to contact a promotional distributor (ASI, SAGE, or PPAI) in your area. If you need help contacting a promotional distributor please let us know at [customerservice@aquiverfull.com](mailto:customerservice@aquiverfull.com) and we will help you.
- b. You can purchase our retail Frosty Towel <sup>TM</sup> product from our retail division at [sales@aquiverfull.com](mailto:sales@aquiverfull.com) or 678-231-7702 via one of our sales representatives or customer service associates.
- c. We accept VISA, Master Card, and American Express. We also accept checks and can offer credit terms with approved credit and references.

9. How do you customize Frosty Towels <sup>TM</sup>?

- a. We customize Frosty Towel <sup>TM</sup> by Embroidery, Interwoven Label or Custom Package. We can not customize with print screening because the essential oils and plant extracts causes the screen print inks to run.

10. How do I become a Frosty Towel <sup>TM</sup> Distributor or Sales Rep for the Retail Program?

- a. Contact us via email at [sales@aquiverfull.com](mailto:sales@aquiverfull.com) or 678-231-7702. We will require that you sign a non-disclosure and we will be glad to interview you for an opportunity to market Frosty Towels <sup>TM</sup>.

11. What is the minimum amount of Customized Frosty Towel <sup>TM</sup> that I can purchase?

- a. 80 Frosty Towels <sup>TM</sup>. We can manufacture orders from 80 to 1,000,000 plus Frosty Towels <sup>TM</sup>.

12. What is the production time of Frosty Towels <sup>TM</sup>?

- a. Small orders less than 1000 pieces take 18 to 21 days. Interwoven Labeled orders take about 5 days longer.
- b. Medium size orders from 1001 to 5000 can take between 25 to 40 days. Interwoven Labeled orders take about 5 days longer.
- c. Orders from 5,000 to 15,000 take from between 45 days to 60 days. You can have the option to rush the order for an additional cost.

- d. Orders over 15,000 pieces take from 60 to 90 days plus; depending on the quantities. You can have the option to rush the order for an additional cost. Please call for details.

13. In what form do you need to have the logo artwork for customization?

- a. We prefer to receive art work in .ai at least 300 dpi. We will accept art work in a .jpg or .tiff format at 300 dpi.
- b. We also accept DST files with the understanding that we might need to resize it.

14. What are your payment terms for Frosty Towel <sup>TM</sup>?

- a. We accept VISA, Master Card, and American Express. We also accept checks and can offer credit terms with approved credit and references.
- b. **\*\*\*All Custom orders require 50% down prior to production.**
- c. Remaining amount is due at the time of shipment.
- d. Credit Terms are available for customers that we have placed several orders with us for the remaining amounts on custom orders.
- e. Please call us if you have any questions or concerns.

15. Are special scents available?

- a. Yes. We have special scents available for additional cost and additional production time. You can choose from Cucumber, Green Tea, Lavender, Vanilla, Spearmint, a Special Blend we call Relaxation, and coming soon coconut.