

Emails

Always be sure to send your email to the correct address.

Note: We've recently transitioned to a new email system.

dropshipengraving@brandingtoolsinc.com is for:

- Drop ship requests
- Gift letters
- Drop ship inventory requests

engravingspreaders@brandingtoolsinc.com is for:

- Sending Instructions

billing@brandingtoolsinc.com is for:

- Billing Questions

btproofdesigns@brandingtoolsinc.com is for:

- Proof revisions
- Proof approvals
- Mock-up or compliance proof requests
- Questions on proofs

shopmanager@brandingtoolsinc.com is for:

- Problem Orders
- Stock Orders
- Inventory Questions
- Inquiries of Status/ETA

Be sure to utilize the Flowcharts with any questions regarding Tracking # or regarding which Stage an Order is in the process.