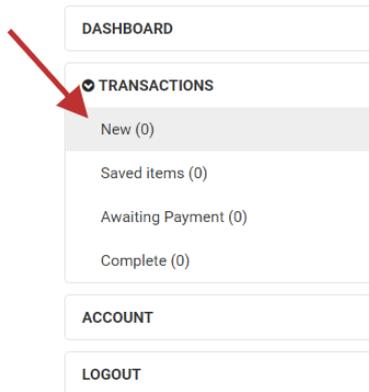


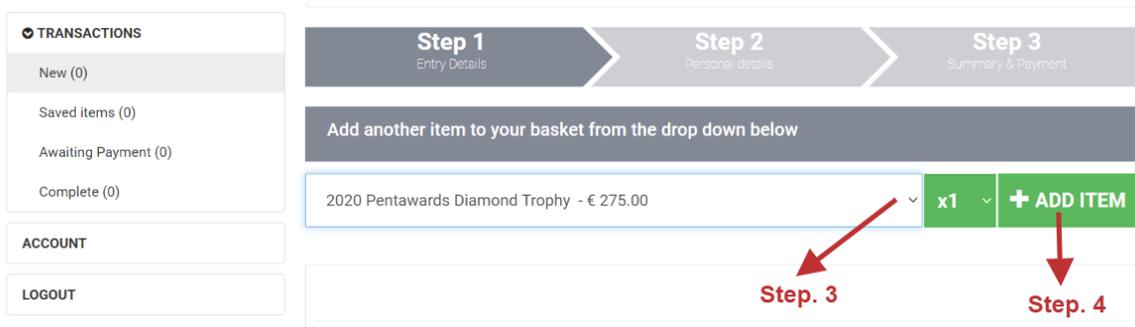


User manual for trophy and certificate order

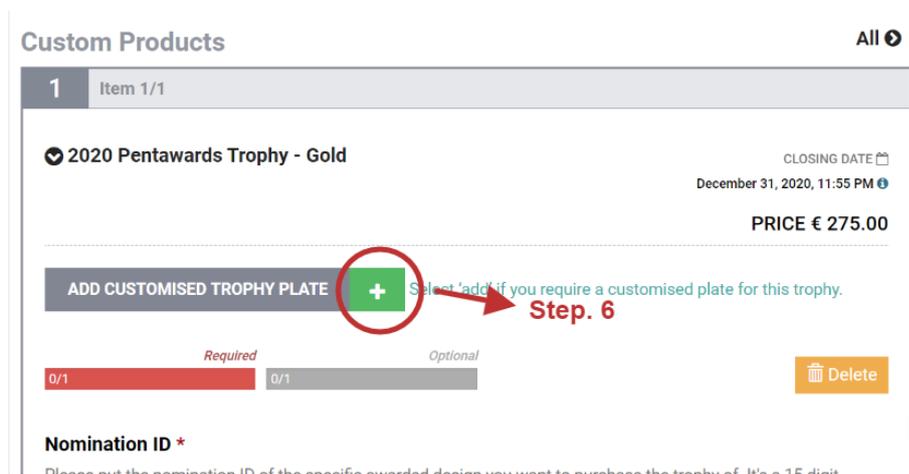
1. Log in to your account at www.pentawards.com
2. Click **New** under the **TRANSACTIONS** section from the menu on the left-hand side in your dashboard.



3. Click the arrow in the dropdown box and select the item you want to purchase.
4. Click **+ADD ITEM** to put it in the basket.

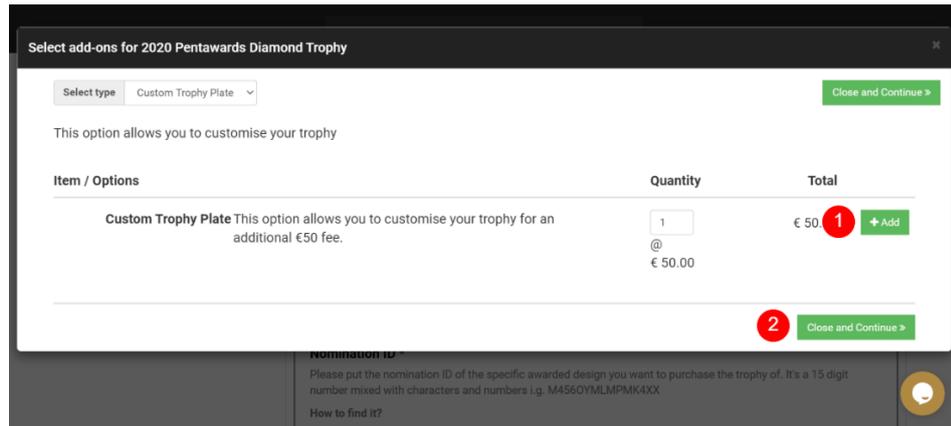


5. Fill in the information required on the form.
6. You can also order a customised trophy plate for an additional €50 by adding the **ADD CUSTOMISED TROPHY PLATE** to a trophy order (optional). This allows you to customise information on the trophy.





7. Click **+Add** and **Close and Continue** to purchase the add-on product.



8. If purchasing a custom trophy, fill in the **Custom trophy plate information** to help create the custom label.

Custom trophy plate information

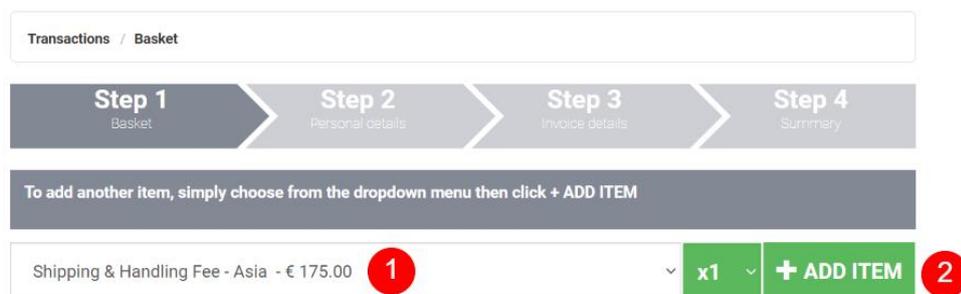
If you are purchasing a custom trophy plate, you need to order the add-on product with an additional €50 fee. If there is no custom product purchased your trophy will come as standard, with the information you entered on the entry form.

After you purchase the add-on product, please tell us the following information:

1. What year was it awarded?
2. What's the name of the pack?
3. Who the trophy is for? It can be the company name or individual designer's name.

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9. For any purchased trophies or certificates, add shipping and handling fee to the basket according to your shipping destination (if shipping multiple items to one destination, only one shipping fee is needed).



10. Tick **"I have read and accept the Terms and Conditions"** box and click continue to proceed to the personal details page.
11. Fill in the personal details to tell us where the trophy should be shipped to, also whom should we contact regarding this order.
12. Click continue to fill out the invoice detail, and click continue again to make payment via PayPal
13. Once the payment is made on PayPal, click return to the merchandiser to go to a confirmation page.
14. You will receive the confirmation letter from competition@pentawards.org shortly, once the order has been received. This letter will include the order summary and the receipt for your order.

******* Due to the latest UK government guidelines and COVID-19 restriction, the order will take longer than usual. You can expect 4 - 8 weeks (standard trophy) or 4 - 10 weeks (custom trophy) to receive your parcel.**