

Featured Company *Killer*  
MERCH

# Adapting with On-Demand Freight Technology

"Mothership made shipping—something I never looked forward to—actually enjoyable."

Chris Hayslett

Director of Sales and Production, Killer Merch



---

## Building an End-to-End Merchandise Program

Since 2014, Killer Merch has been empowering artists and influencers all over the world to bring their concepts to life, from fashion to toys to promotional products and everything in between. They partner with names like Kevin Hart, Eddie Van Halen, Lil Dicky, DMX, and Jeffree Star, offering them an end-to-end suite of merchandise services including design, production, and fulfillment. With numerous high-profile clients who collectively have hundreds of millions of fans, Killer Merch has a global reach. Each year they ship out tens of millions of packages throughout the United States, England, Australia, Japan, Israel, Germany, and more.

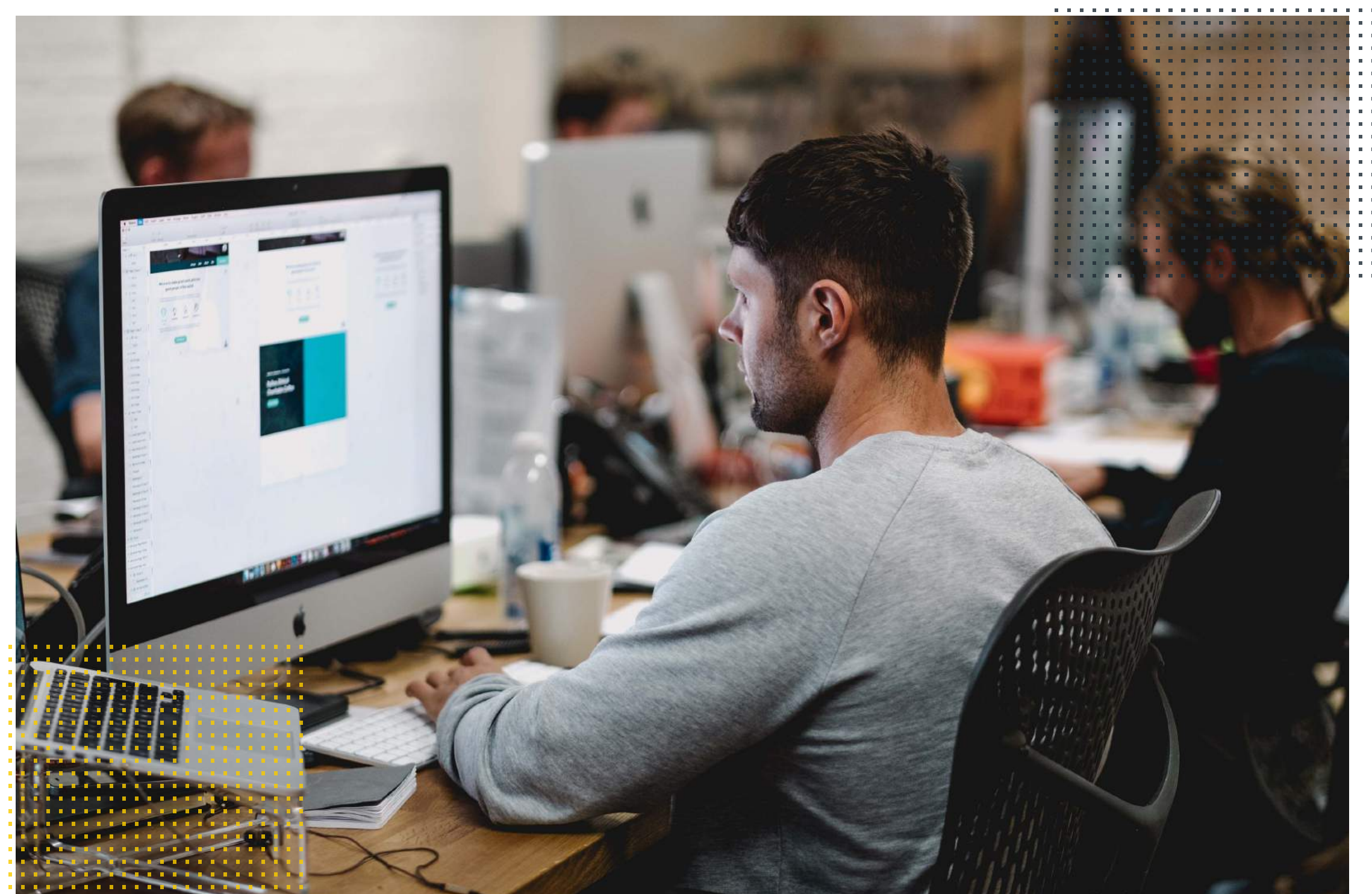
Chris Hayslett is the Director of Sales and Production at Killer Merch and has a hand in almost everything the company creates. Since Killer Merch is an end-to-end merchandising company, Hayslett's responsibilities are end-to-end as well. Not only does he facilitate client relationships and manage production, but he also oversees distribution. This includes booking freight, ensuring timely delivery, and resolving any issues that arise.

---

## Competing the World of Fast Fashion

For Killer Merch, timing is everything. They're competing in the world of "fast fashion," with trendsetters—many of whom are Killer Merch customers—transforming culture on a daily basis. And high-profile partners demand not only quality products, but quality service. And though Killer Merch has a reputation of exceeding expectations, Hayslett says that he still faces the classic logistical challenge of balancing supply with demand.

"It's hard to facilitate rush orders with print shops who might be in different cities and time zones when you need more product right away."





“Occasionally our products sell much better than projected and we need more ordered on-the-fly,” says Hayslett. “It’s hard to facilitate rush orders with print shops who might be in different cities and time zones when you need more product right away. We can end up losing up to a week of production time.”

## Finding a Killer Freight Solution

Killer Merch partnered with Mothership to meet the lofty expectations of their clients on the fulfillment side when other shipping partners struggled to meet their needs. Now when Hayslett is in a tight spot, he knows he can rely on Mothership to find a solution. “Things can change on the fly, like show cancellations, and we sometimes need a truck to drop freight off and have another truck pick it up. The ease of booking a dedicated truck with Mothership is great when I occasionally have to deal with changes of address or pickup and delivery windows,” says Hayslett. “Mothership has been able to get these jobs done for us.”

“The ease of booking a dedicated truck with Mothership is great when I have to deal with changes of address or pickup and delivery windows.”

Hayslett is happy that Mothership is in alignment with Killer Merch’s key values of transparency, communication, and speed. “Working with Mothership saves me two to six hours per week. The fact that I can log on and quote freight myself in five minutes or less is so simple,” Hayslett muses. “And the ability to call my Freight Specialist or live chat with support after I quote is changing the business I work in. It makes everything much easier.”

Pick-Up Address

5845 Carlton Way Los Ang

Delivery Address

Enter Address

Weight

750 lbs each

Type

Pallet ▾

Dimensions

48 x 40 x 60 in.

Quantity

72

+ add another item

Quote Now →



With bigger projects and more heavy-hitting clients coming down the pipeline, Hayslett expects to be increasing Killer Merch’s reliance on Mothership for shipping across the United States. “We have the experience and tools to make people’s dreams come true, and we want to work with people who have the drive and passion to reach their goal,” Hayslett states. “I know with Mothership I can get freight sorted out without any problems. They made shipping—something I never looked forward to—actually enjoyable.”