

### **PROMOTIONS - EARLY ORDER SPECIALS, ETC.**

- Specials **MUST** be clearly indicated on your purchase order to qualify
- Early order pricing will be honoured until promotion ends & stock availability
- Orders **MUST** be production-ready to qualify
- Artwork files **MUST** accompany the purchase order
- No credits will be issued after invoicing. No exceptions.

### **PRODUCTION-READY ORDERS CHECKLIST**

For an order to be deemed production-ready, a PRODUCTION-READY CHECKLIST is required.

#### **PLEASE PROVIDE THE FOLLOWING INFORMATION:**

- Account name and number
- Purchase order number
- Contact person
- Previous P.O. number on repeats
- Product number
- Product description
- Language
- Quantity
- Sales promotion
- Artwork files
- Picture selection name and number
- Approval of proof (if requested)
- Imprint colour
- Packaging Options
- Ship date / In-hands date
- Ship to address
- Shipping method (UPS, Purolator, Ground, Air, Transport)

HAND-WRITTEN ORDERS ARE NOT ACCEPTED. WE CANNOT BE HELD RESPONSIBLE FOR ERRORS DUE TO HAND-WRITTEN ORDERS.

### **PRODUCTION TIME**

Please see PRODUCTION READY CHECKLIST to avoid delays in order processing and production

#### **- STOCK CALENDARS**

10 working days from receipt of production-ready order.

Printed black only.

#### **- HOT STAMPING**

10 working days from receipt of production-ready order

#### **- CUSTOM CALENDARS & PLANNERS**

3-4 weeks delivery on orders placed through Sept 30th

### **GUARANTEED SHIP DATES AND RUSH ORDERS**

- Ship dates and rush orders **MUST** be clearly marked on purchase orders.
- Dates **MUST** be agreed upon with our Customer Service Department.

### **REPEAT ORDERS**

Please refer to the previous orders. Please include a printed sample from the previous order with modifications if required.

### **COPY CHANGES**

See individual calendar models for copy change charges.

Minimum quantities are required. A COPY CHANGE refers to the same corporate logo printed on a calendar but requires changes for employee names, titles, addresses, phone numbers, email etc.

### **CANCELLATIONS**

Cancellations must be submitted in writing. Cancellations for completed orders are not accepted. Cancellations for orders in progress will be invoiced for all work completed to date, including artwork and set-ups.

- Minimum administration charge \$25.00
- Restocking charge non-imprinted products \$35.00 plus shipping

### **CHANGES TO ORDERS**

Changes to orders in progress will be invoiced for all work completed to date, including artwork and set-ups. New ship dates will be given.

### **OVER / UNDERRUNS**

In keeping with industry standards we reserve the right to bill for overs/unders +/- 5 to 8%. Orders indicating Exact Quantities/No over/underruns will be subject to a \$60 net charge.

Specific request for underruns will be charged at the lower quantity price.

**Example:** 250 ordered (with underrun accepted) will result in lower qty price.

### **INSERTING CUSTOMER LETTERS**

We can insert personalization letters or flyers in with the calendar. Suggestions include: holiday greetings, flyers on new products, specials or invitations to annual events for the new year. Customer can provide the material for insertion OR we can print them for you. Call Customer Service for quote.

### **WAREHOUSING**

Storage of completed early orders is available at our factory at no charge.

Please indicate on your purchase order your required ship date.

**Special Note:** Appointment calendars will start shipping out as printed starting in August.

### **INVENTORY – OUT OF STOCK**

Due to high order volume during the calendar season (September - December) it is sometimes possible for there to be inventory discrepancies between our customer service & warehouse computers when inquiry about placing an order. We will do our best to accommodate every order but we reserve the right to go back to press, which will cause a delay in delivery. This also depends on the size of the order. If this is not possible we will offer an alternative product.