ordering, shipping & more
general information

* Contact your retailer or distributor for pricing.

Ordering Procedure
Please confirm all orders, order changes, delivery requirements and dates, paper proofs and any information given over the phone, by fax or letter. This will help ensure that your order is processed accurately. Thank you.

Same Day Service
Need it yesterday? Or even sooner? Relax. Same day service is available under the following conditions, simply:

Blank Goods

We know you need your order fast that's we why offer Same Day shipping. Get your order in by 2pm EST and out it goes! No additional charges apply (you just pay freight.

Same Day Service with Decoration

For same day service that requires decorating, see page 99.

Packaging
Most products are delivered in a high quality two-piece gift box. Throughout 2008, our new black ribbed/cream interior gift box will be phased in. Large items are protected by a large plastic bag and then packed in a white corrugated box for protection.

Samples
All merchandise is billable upon shipping. Random or spec samples are invoiced at end column price. Invoices are credited when spec samples are returned and the balance of the invoice is paid. Custom samples are NOT returnable.

Custom Products and Prototypes
See page 2.

Special CO-OP Programs
Refer to third column pricing.

Out of Stock Production
Allow 3-4 weeks for delivery of out-of-stock products.

Global Direct
High volume orders can now ship directly from overseas, saving you both time and money. Contact your retailer or distributor for details.

Insertions
We will process insertions of materials. Pricing to be determined upon receipt of job specifications. Average insertion charge *$ each.

Shipping
We ship orders via UPS and Federal Express (other carriers can be used upon request). If requesting Federal Express only, please provide your FedEx account #. All merchandise prices are quoted without freight. Please add *$ for all C.O.D. shipments.

Drop Shipping
We will drop-ship most products for an additional charge of *$ each plus postage and any special packaging.

Split Shipments
A *$ charge will apply to each destination on one order beyond the first destination.

Returns
All returns must be authorized by fax using our return authorization process. They are subject to inspection and approval before a credit will be issued. All shipping charges must be prepaid. Please include a copy of the invoice in the package.

Cancellation
Orders for imprinted products are considered firm after receipt of faxed or emailed approval. Telephone and mail orders are considered firm upon receipt of order. Cancellations of stocked items must be faxed or emailed prior to proof approval to be considered valid. Custom orders that have begun production cannot be cancelled. Orders for non-stocked merchandise (that are in production) cannot be cancelled.

Claims
Claims must be made within 10 days of shipment. Shortage claims must be made within 48 hours of receipt.

Payment Terms
Net 30 days (if credit approved).

Credit Card Payment
Visa, Mastercard, Discover and American Express are accepted.

Pricing
The effective date of this catalog pricing is January 1, 2008. Pricing is subject to change without notice. There is a 3% over-run allowance.

listing by dollar amount

* Contact your retailer or distributor for a full list of products by dollar amount.

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