

general information

office hours

Monday to Thursday: 8:30 AM-5:00 PM, EST
Friday: 8:30 AM-4:00 PM, EST

ordering

All orders must be received by fax, mail, or E-mail. Verbal orders are not accepted. Foil Stamping, sealing, and cutting dies are retained for a maximum of two years from last order date. After that time, they may be discarded if unused. Dies and artwork will be returned ONLY upon written request.

order cancellation

All orders are considered firm when placed. Any cancellation shall be billed for work in progress. Cancellations must be made in writing; Verbal cancellations will NOT be accepted.

artwork charges

Any artwork requiring modification for imprinting will be billed at cost: \$10 for every 10 minutes spent.

custom product quotations

Custom items will be quoted within 24 hours upon receipt of a sample or clear diagram (including all specifications).

prices

The prices in this catalogue are MSRP.

The minimum invoicing amount is \$75.00 per order. **PRICES ARE SUBJECT TO CHANGE WITH 30 DAYS' NOTICE. NON-STANDARD VINYL COLOURS WILL INCUR A SURCHARGE. SEE PRICE LIST FOR DETAILS.**

credit terms

Orders placed by new customers with no credit terms are to be pre-paid. When placing large or specialty orders, please contact our credit department for your terms to avoid delays. Deposits may be required if the credit required exceeds the approved limit. All NSF cheques are subject to a \$25.00 (X) charge.

overruns & under-runs

We reserve the right to overrun or under-run by 5% and bill accordingly; custom products or stock vinyl products requiring special imprinting techniques including silk-screening may be made in excess of up to 10% and charged accordingly. **If exact quantities are requested, a 10% surcharge will apply.**

packing

All manufactured products are bulk boxed.

sample policy

Sample requests may be submitted by fax, mail, or E-mail. Samples will be supplied free of charge (up to a total cost of \$20.00) but a courier account number must be provided to cover freight charges. U.S. distributors must provide your tax ID number for customs' purposes.

pre-production samples

Pre-production sample costs vary according to the number of set-ups involved and product cost. Please inquire with Customer Service for pricing.

paper proofs

A paper proof may be requested at no charge for new orders. **Paper proofs for exact repeat orders are \$50.00 (A)**

rush charges

Orders that are required in hand earlier than our projected production timelines will incur a rush charge of \$70.00 (G) or 10% of the order value (whichever is greater).

less than minimum

The absolute minimums are the published minimums for that product. **A minimum invoice value of \$75.00 still applies.**

shipping

Quoted shipping prices are F.O.B. Buffalo, NY for US distributors and F.O.B our factory in Toronto, ON for Canadian distributors. We can't guarantee that quoted freight will exactly match the total sum charged. A nominal handling fee of minimum \$10.00 (G) for orders less than \$500, and \$18.75 (G) for orders over \$500 is charged for all orders that request third party billing. If a courier is not specified, we will use our preferred courier (UPS). **We recommend that heated truck service be used for all vinyl product orders shipped during the winter months to avoid cold-cracking.** Please contact our customer service for approximate cost. **HYLINE DateMinder is not liable or responsible for cold-crack damage incurred during transit.** All loss or damage claims must be filed by the distributor with the carrier.

air freight charges

We will provide an authorization form indicating the full freight cost for all orders that require shipping by air, which must be signed by the distributor prior to shipping the order.

split shipments

Orders that are to be sent to different destinations will be charged \$10.00 (G) per location. If individual labels are not sent along with the order, a label charge of \$6.00 (A) per label will apply.

pms colour match charges

A close as PMS colour match charge of \$55.00 (G) per colour or a \$135.00 (G) exact PMS lab match charge will apply for vinyl inks that are not stock colours.

sizes and colours (for bags)

Orders that are required in hand earlier than our projected production timelines will incur a rush charge of \$70.00 (G) or 10% of the order value (whichever is greater).

refill policy

Calendar refills will be sold provided that the number of refills does not exceed the quantity of calendars purchased the year before. A minimum order value of \$75.00 must also be met.

self promotion

Items for self-promotion with the distributor's imprint only will be billed at end quantity price. Printed Tapes do not receive special pricing. Minimum order quantity and invoice value requirements apply. Screening charges will be charged at regular prices.

indemnification

The customer warrants that they have the legal right to use the marks, symbols, or designs depicted in the artwork and shall indemnify and hold HYLINE DateMinder harmless in any infringement actions as a result of printing the artwork.

liability limitations

HYLINE DateMinder's liability for economic, property damage, or personal liability arising from the sale, shipment, storage handling, or use of the goods, whether based on alleged negligence or otherwise, shall not exceed in the aggregate, the amount paid by the customer for the goods causing such damage. In no event will HYLNE DateMinder be liable for any inconsequential damages (including, without limitation, loss or use of lost profits), or for any damages suffered by the third party.