

# general information

## Office Hours:

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

Friday: 8:30AM - 4:00PM, 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. Stamping dies and artwork will be returned ONLY upon written request.

## 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.

## Custom Product Quotations:

Custom items will be quoted within 1-2 business days upon receipt of a sample or clear diagram (including all specifications). Depending on the complexity of the request, some might require longer respond time.

## Less than Minimum:

The absolute minimums are the published minimums for that product, excluding refills, if vinyl products are also ordered on the same purchase order. A minimum invoice value of \$75.00 applies.

## 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.

## 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.

## 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.** Please see price list for details.

## 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.

## 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 (excluding printed tape) with the distributor's imprint ONLY will be billed at end quantity price. Minimum order quantity and invoice value requirements apply. Decorating and set-up charges will be charged at regular prices. Calendar refills do not qualify for self-promotion pricing.

## Samples

Sample requests may be submitted by fax, mail, or E-mail. Samples will be supplied free of charge, up to a total cost of \$25.00(G). However, a courier account number or credit card number must be provided to cover freight charges. Sample requests will not be invoiced. Federal Tax ID is required from U.S. distributors for border crossing purposes, as the production facility is located in Canada.

## Pre-production samples:

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

## Artwork

### Artwork Charges:

Any artwork requiring modification for imprinting will be billed at cost: \$12.50(G) for every 10 minutes spent.

### 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 HYLNE DateMinder harmless in any infringement actions as a result of printing the artwork.

### Paper Proofs:

A paper proof is provided at no charge for ALL new orders. We reserve the right to not provide paper proofs, if the imprint is exactly the same as previous order. Paper proofs for exact repeat orders are \$50.00 (A).

### 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, please see pg. 80 to view a list of stock PMS colours available.

### Sizes and colours (for bags):

All product sizes listed in the catalogue are approximate. Actual material colour(s) may vary slightly from those depicted in our catalogue. Dye lots and imprint colours may not match exactly with previous orders.

## Shipping

### 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.

### 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.

### Packing:

All manufactured products are bulk boxed. Packaging specification listed within the product specification is for estimate reference ONLY.

### Shipping and Handling:

A nonhandling 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).

### Shipping in Winter:

**We recommend that heated truck service be used for all vinyl product orders shipped during the winter months to avoid cold cracking.** Contact our customer service for approximate cost. **HYLINE DateMinder is not liable or responsible for cold-crack damage incurred during transit.** The distributor must file all loss or damage claims with the carrier.

### Shipping Quote:

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 cannot guarantee that quoted freight will exactly match the total sum charged.

### 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.