

GENERAL INFORMATION

Orders

Please send all orders and artwork to info@promotasse.com

Acknowledgement:

Once your order is placed we will provide you with an order acknowledgement within 24 hours. The acknowledgement will confirm all order items and pricing and ship to information. Please note that the ship date will only be confirmed once proof and credit have been approved.

It is the distributor's responsibility to check the acknowledgement and question any discrepancies within 24-48 hours of receipt. Once that time has elapsed the order will be produced based on the information confirmed in the acknowledgement.

Changes: All changes to an acknowledgement must be provided in writing via fax or e-mail and a new acknowledgement will be provided. If you do not receive a revised acknowledgement within 24 hours please contact customer service to ensure the changes were received.

Proof:

All orders will receive a proof within 24 hours of order placement. Proofs are a necessary part of the order process and cannot be waived. All proofs must be signed and sent back before an order will be sent to production. E-mail or telephone approvals ARE NOT ACCEPTED and your order will remain on hold until the signed proof is received.

Proof changes are also required in writing and a new proof will be issued.

A final ship date will be assigned only once the proof has been approved.

Reorders do not require a new proof as long as the artwork remains exactly the same.

Virtual Proof- A full color, electronic, blind proof is our standard proof and will be e-mailed within 24 hours of your order acknowledgement. The image of your logo laid out on 1 or 2 sides of the cup will represent actual size, color and positioning on the product you have ordered. \$15 net proof charge.

Preproduction Proof- We will print your artwork on samples of the product you have ordered. \$50 net per color in addition to regular order screen charges. Proof will be produced within 5-7 days. Shipping is extra.

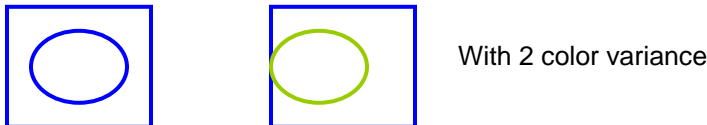
It is understood that by submitting an order to the factory and approving a proof, the distributor agrees to all of the factory's terms and conditions, regardless of what is on the distributor's purchase order.

Artwork

Please provide Adobe Illustrator (.AI or .EPS) files that are saved as “vector” or “editable” files. All fonts must be converted to curves or outlines in order to preserve your font format. Please ensure that all objects of the same color are grouped and placed on the same layer.

All cup orders where quantity is less than 50,000 are screen printed. Registration of colors will vary up-down and left-right. We require spacing of 1/8” between colors to ensure that colors will not overprint. Please send multi-color files to customer service for evaluation prior to placing your order.

Symmetrically designed logos should be in one color to minimize the appearance of variance. (See example below).



Outlines should be 1pt or thicker, reversed lines require at least 2pt thickness.

Artwork fonts should be 8pt or larger, script and reverse fonts should be 10pt or larger.

Circles may appear oval when printed on cups.

Art Charge: Basic art changes will incur an art charge of \$45 net. More complicated changes will be quoted on a per project basis.

Wrap Imprints: Are available but limited to the print area height of each size cup. There will be a gap of approx. 3/4” at the back of the wrap. On paper cups where there is a seam we will taper the artwork so as not to print on the seam. Please request a template from customer service in order to provide us with your wrap artwork. Add 1 run charge per color as well as 1 setup charge per item, per color to wrap orders.

Production

Production Time: Standard production time will range from 5-15 working days. During peak periods production time may increase. Please check with customer service prior to placing your order if production time is a concern. Your order acknowledgement will state the current production time at the time your order is placed. Any discrepancies between the acknowledgement and your PO should be reviewed with customer service immediately.

Your order will only be scheduled for production once your proof and credit have been accepted. Production time starts at that point and shipping time is in addition to production time.

Rush Service: Is available based on production schedule and inventory availability. All rush orders will be required to ship using an expedited method. Please check availability of rush service with customer service prior to placing your order. A \$50 net rush fee will be applied to all accepted rush orders.

Over/Under Runs: We make every effort to ship exact quantities ordered, however over/under runs can be up to +/- 10%.

Screen Charges: \$52 (V) per item, size, and per color. No additional charge for second side printing. All new orders require a screen charge.

Reorders: Do not require new screen charge if the order is placed within 3 months of the previous order AND if it is an exact reorder with no changes in the artwork.

Custom Case Pack: Cups and lids are packed in manufacturer produced packaging. Orders are produced and shipped based on standard case quantities. Custom packing will depend on various criteria and may be subject to a fee. Please contact customer service for more information on custom case packing.

Shipping

FOB

U.S. Ground Shipments: FOB Buffalo, NY.

U.S. Expedited shipments: If your shipment is scheduled as expedited at the time of order it will ship FOB Buffalo, NY. If your shipping method is changed once the order is in production we will determine the best method and can ship either FOB Buffalo, NY or FOB Concord, Ontario.

CAD Ground or Expedited Shipments: FOB Concord, Ontario.

Factory will not be responsible for lost, damaged or delayed product.

Samples: Samples are sent as part of a sample kit. The kit can include our standard range of items or can be customized to include the specific products you would like. Sample kits are all shipped FedEx ground on our account. Tracking info can be provided. All samples ship FOB Concord, On. Third party shipping is NOT available for sample orders. Expedited shipping is available and an estimate will be provided. \$15 net per sample kit.

Preferred Carriers: Federal Express, Federal Express Ground, Federal Express Freight.

Third Party Shipping: MUST ship FOB Concord, ON. Credit card authorization must be provided as a backup in the case of a chargeback after the order has been delivered. \$2.50 net per box. Please contact customer service for specific details regarding your shipment.

Split Shipments: \$7.50 net per address and shipping method.

Freight Quotes: These are for estimating purposes only and may be subject to change at the actual time of shipping.

Special Labeling: \$.35 net per label

Address Errors: Shipping charges that are the result of an error in the shipping address provided with the order will be billed directly to the distributor.

Disclaimers

Logo Placement: Your logo will be placed per your proof. However, during printing the placement of your logo will vary slightly. This is not considered a defect.

Scuff Marks & Scratches: Clear plastic cups are subject to random scuff marks and scratches that occur during the printing and packaging process. These are not considered a defect.

PLA Biodegradable Plastic Cups: To benefit the environment, these cups are designed to break down within certain temperature conditions within 40-60 days. All of our PLA biodegradable plastic cups MUST be stored at temperatures below 105° Fahrenheit or they will slowly begin to breakdown. This information is clearly stated on the outside of every case that is shipped. We make certain that these conditions are carefully observed on site but cannot be responsible once the cups leave our dock. Cups that begin to breakdown will appear melted or somewhat discoloured. This is not a defect and we are not responsible for conditions during transport or at the shipping destination.

Ink Color Match: \$44 net per non-stock color. Ink colors will vary based on the surface we print on, for example paper cups absorb the ink and so the PMS color will appear darker. Ink colors are printed with maximum opacity, however, on clear plastic cups some light filters through and PMS colors may appear lighter. We are not responsible for these variations in PMS color matching.

Order Cancellation: Any cancellation to an order that has been approved and is already in production must be in writing and is subject to \$50 (V) charge in addition to any screens or product that have already been produced.

Order Change: Any change to an order that has been approved and is already in production must be submitted in writing and is subject to any costs associated with screens or product that have already been produced.

Claims: Any and all claims MUST be filed within 5 days of receipt of merchandise. Please keep all packaging. In the case of non-printed product all inner packaging (plastic sleeves) must remain sealed and in their original boxes.

Returns: Must be associated with a claim made within 5 days of receipt of merchandise.

All returns MUST be pre-approved by the factory. In some cases samples of damaged or defective merchandise will be requested. Shipping will be at the sender's expense.

All returns will only be accepted in their original packaging. Stock items that are non-printed must remain sealed in their inner packaging (plastic sleeves) and in their original boxes.

Returns will absolutely NOT be accepted after 30 days from date of delivery.

Shipments that are refused or returned to the factory without claim and pre-approval will be the responsibility of the distributor. The distributor will be responsible for all shipping and related charges.

Approved returns will be shipped back directly to our factory in Concord, ON, at the sender's expense. Related expenses include shipping, brokerage and applicable taxes. Factory will not accept any COD or freight collect shipments. They will be returned at the sender's expense. Please contact customer service for the exact return shipping address. Any shipments sent to any other location will be refused and returned at the sender's expense.