

SHIPPING & PACKING

Shipping

- All products shipped FOB California, 91706.
- Normal method of shipping is UPS Ground. Please see UPS shipping guide or call factory for normal transit time.
- **\$3.00 (P) per box will be added for handling charge when UPS account number is provided. If incorrect account information is provided or freight charge refused, distributor will be billed the full amount of shipping plus \$50.00 (P) service charge.**
- Split shipments add \$5.00 (P) per address.
- Factory is not responsible for delays in shipment caused by freight carrier, incorrect address or circumstances beyond our control.
- Please specify AM or PM delivery for all overnight shipments. (Subject to availability in your area).
- Factory reserves the right to charge address correction fees billed by couriers.
- All freight quotes are non-binding estimates and are subject to confirmation and adjustment at time of shipping.
- Distributors are responsible and will be billed for all address correction, forwarding and other related charges up to 120 days after products are shipped.
- Delay caused by carrier is not ground for refund, credit or returns.
- Distributors must file claim against carrier for goods damaged in transit.

Packing

- Unless otherwise specified or requested, most items are shipped in bulk packaging.
- Optional tagging service, special packaging may be available at additional cost. Please contact factory for details.

MISCELLANY

Payment

- Payment is required for all first-time purchases unless credit has been established.
- Payments are acceptable in checks, Visa, MasterCard, and American Express. Debit cards are not accepted.
- Production will not begin unless payment is received.

Ink Cartridge For Our Pens

- Black ink cartridges are used for all writing instruments.
- All ink cartridges meet US safety standards.
- Unless otherwise specified, ink cartridge shelf life is 6 months in storage. Factory does not guarantee cartridge to work for pens left in storage for over 6 months.

Over-runs and Under-runs (+/- 5%)

- Factory reserves the right to over-run or under-run up to 5% of the order. All over-runs are billable.

Repeat Orders

- Please include previous Purchase Order number, invoice number and date.

- Please provide copy of artwork to verify imprint information.
- Records of past orders are kept for 3 years. Repeat orders after 3 years will incur new setup charges.
- Any information change (such as area code) requires a \$30.00 (p) copy change charge.
- Re-setup charge: 50% off standard setup and color match charges for orders placed by same distributor company without artwork change within 3 years of original order.

Returns and Redo's

- Items printed incorrectly due to factory error will be replaced at no charge when returned within 30 days from receipt of products.
- All returns must be approved by factory with Factory Return Authorization. Unauthorized returns will not be credited.
- Unimprinted goods may be returned and is subject to a 25% restocking fee.
- No blank returns accepted after 30 days.
- All claims must be made within 30 days from invoice date.
- Imprinted goods cannot be returned for credit or refund.

Samples

- Sample requests totaling \$2.00 or more will be invoiced at sample cost + freight.
- Random samples are billed at end column pricing.
- Please provide UPS account number when requesting sample(s).

Product Variations/Pricing Change

- **Due to measures beyond our control, color variation among products, photo illustration, and actual products may exist. As such, we cannot guarantee exact product/imprint duplication with reorders.**
- Factory reserves the right, without prior notice, to make changes to the appearance, functionality and color availability of any product.
- Prices good through 01/31/2012 and subject to change without notice. Check website for most current pricing.
- Please contact factory to confirm pricing/delivery at time of ordering.

Trademark

- The artwork, designs, and trademarks in this catalog are reproduced for illustrations only. They do not imply or suggest endorsement by the artwork/trademark owners or that the item was originally produced for the artwork/trademark owners.
- To avoid trademark, trade dress, and copyright infringement, the factory reserves the right to request authorization to reproduce a logo or artwork, or refuse orders that will result in such violations.
- **PacificLine Originals** are exclusive in-house designs.

All prices listed are suggested retail prices, and are subject to change without notice. Due to fluctuating import, labor and material costs, please see website for current pricing and verify with factory when ordering.

Web pricing supersedes all previous catalog pricing and are effective immediately.