

# INFORMATION

## Pricing

We reserve the right to offer special promotions on specific product categories that may reflect a lower price. These promotions will be for specific time periods. After the expiration date, special prices will no longer be honored. All of our catalog prices are "Suggested Retail".

You may, as a distributor, lower or increase these prices as the market allows. We must receive our Net Prices. All pricing is subject to change without notice. If you are uncertain, please contact our customer care specialist at [askme@promotionalproduct.net](mailto:askme@promotionalproduct.net).

## Special Service Pricing

- Bulk package instructions \$0.08(G)
- Stickering 2.625"w x 1"h instructions: \$0.08(G)
- Bagging in 25's \$1(G), 50's \$1.25(G), 100's \$2(G)

## Terms & Conditions

Initial order requires a 100% prepayment. All Credit Terms, OAC are Net 30 days. We will charge a \$43.75(G) penalty for any returned check (NSF) or Credit Card Charge Backs. Custom orders cannot be cancelled. Orders cancelled during production will be charged a minimum of \$75(G) as a "Work in Progress" and will be billed and charged accordingly. Artmetal has sole discretion as to the charges for "Cancelled Orders".

All cancelled orders must be accompanied by a formal letter and must be approved by Artmetal to be considered a valid cancellation. Please note that any over/ under runs will be charged /credited to a maximum of 10% of the order except on special quotes with the maximum of 12%. Visa & MasterCard are only accepted.

Payment on invoices with terms must be paid by cash, cheque or by wire transfer only. If a credit card number is given then a 5% surcharge will be applied. All over due invoices will be charged 2.5% per month, 30% annually.

Artmetal only issues cheques, credits, credit card refunds, etc. on the 15th and 30th of each month. Please allow at least one week from the above date before contacting Artmetal regarding the above.

## Samples Requests

There is usually NO CHARGE but we limit the number of free samples to 3 pieces for Air Fresheners, Coasters, Magnets, etc. We send all samples via REGULAR MAIL. If you want samples sent by UPS (for USA), please provide us with the UPS account number and Federal Tax Identification Number (FTI), OR Social Security Number (SSN) as this is a requirement of Homeland Security. If you want samples sent by Purolator (for Canada), please provide your Purolator account number.

## Specific Samples Requests

There is a sample charge for the following items and on other products not listed: Hot/ Cold Gel Packs, Color Your Own Mug, Sticky Swipes, Highlighters, Carrying Pouch. Please contact customer service at [askme@promotionalproduct.net](mailto:askme@promotionalproduct.net) with any inquiries you may have.

## Less Than Minimum

Minimum quantities are stated in the price list. For a less than minimum inquiry, please contact our customer service department. A less than minimum quantity charge will apply.

## Material Substitutions

We assume the right to substitute materials of equal or greater quality to enable us to fill your order as soon as possible, unless otherwise specified at the time of order.

## Quality

Artmetal reserves the right to change scents' selection, availability, style and variation without further notice. Scent variation of the same scent may occur between product runs. Artmetal does not warrant the same scents will be used on repeat orders, from samples given, or between production runs.

Due to uncontrollable circumstances, variances in color, shade, texture, size and construction of finished goods cannot be guaranteed. Colors are not guaranteed to be colorfast. We reserve the right to change, correct, and improve goods without prior notice. No adjustments or claims will be processed regarding these variances.

## Shipping (F.O.B. Toronto, Ontario)

If you wish to have your order shipped to multiple locations, there is a drop shipment fee of \$15(G) per location.

We are happy to ship under third party accounts, but a \$10.00 (G) fee per shipment will be applied. Prices quoted are F.O.B. our plant and are subject to all applicable taxes. If you wish to use a specific courier, please include the applicable courier account number as well as the service level you require.

If a specific shipping method has not been requested, we will select the most appropriate shipping method based on weight, destination, and time available. Shipments will not be insured unless advised otherwise, additional charges will apply. We accept no responsibility for damaged, lost, or late shipments once goods have left our plant.

Please contact the courier company directly to make a claim. Your invoice will be prepared immediately upon shipment and will be sent by fax or email within one working day after the courier leaves. We will supply tracking numbers on request; it is your responsibility to track and trace your order. All claims for delayed delivery must be filed with the courier company only.

Brokerage and Duty are not covered by Artmetal for shipments sent outside the US and Canada, unless specified otherwise.

Any orders originating in Canada and sent to the US will be charged brokerage and duty.