

GENERAL INFORMATION

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ALL COMMUNICATIONS AND CONFIRMATIONS MUST BE MADE IN WRITING BY FAX OR EMAIL.

ORDERS

We accept orders and consider them as original orders. When faxing your order you must include a faxed "Copy" of the artwork to be used for reference purposes. We will not be responsible for orders that are faxed but not received. We strongly suggest that you confirm receipt of your order. If no Order Acknowledgment/ Confirmation is received within 24 hours, presume All Creative did not receive your order and please contact us. We are not responsible for errors as a result of handwritten purchase orders or ad copies. Phone orders are not accepted at any time for new or repeat orders. Faxed artwork is not acceptable. Email: orders@allcreative.org.

ORDER CONFIRMATIONS

Order Acknowledgment & Confirmation is sent for all orders. We suggest that you read this very carefully for errors in pricing, shipping dates, shipping addresses, item & imprint colors, etc. Any error not corrected or noticed after this document is sent will not be our responsibility. Orders will not be put into production until payment methods have been arranged and will not proceed to the Art Department until the Order Acknowledgment & Confirmation form is returned with an **authorized signature on the second page**.

PRODUCTION TIME

Production time will begin the day AFTER ARTWORK APPROVAL and not when the order is received. 10 -15 Working Days is our standard production time; shipping time is not included. Any orders with an event date less than the standard production time will be charged as a "RUSH Charge". For Econo Coasters & Air Freshener orders, production time is 3-4 weeks, beginning the day after artwork approval; RUSH service is not available for this item. For custom orders and quotes - production times may vary.

RUSH ORDERS

Please check availability with factory before placing any rush order. Customer must fully authorize Next Day Freight. Rush orders are accepted only if production schedule and stock are available. Manufacturer is not responsible for freight charges incurred on Rush Orders. Production time is 7 - 9 Working Days AFTER ARTWORK APPROVAL. *There will be a \$62.50(G) charge for 500-1000 pieces and \$125(G) charge for quantities over 1000 pieces. For orders of 2500 pieces, please contact us

EVENT SENSITIVE DELIVERY

Must be clearly outlined on your purchase order. To ensure absolute satisfaction, please indicate when you want the product shipped & the "In Hands" or "Event Date". Rush Service DOES NOT include rush delivery service. We strongly recommend "OVERNIGHTING" your shipment for all RUSH orders.

PAPER PROOFS

It is the policy of All Creative to send the first artwork proof at no charge. However, if any further proofs are required after the first proof there will be charged an additional \$12.50(G) per proof. It is your responsibility to approve the paper proof in a timely manner. Approved/signed proofs must be received by fax or e-mail; PHONE APPROVALS WILL NOT BE ACCEPTED. You, the customer, are responsible for any and all errors that may have been overlooked on a signed paper proof. Please note, any changes to your artwork proof will result in additional charges and will delay the original scheduled shipping date.

ARTWORK

Imprint quality depends on the artwork provided with your order. To avoid delays and additional charges, please provide vector file artwork such as Illustrator CS3 (or lower), Corel or PDF. Artwork should be at 300dpi (or higher), 0.25" bleed (if applicable) and converting fonts into outlines or curves. Digital art requirements: Our Art Department uses PC platforms. We cannot guarantee files sent from MAC formats will be usable. We suggest converting the file to an EPS and providing a PDF for comparison purposes. We accept vector art such as Illustrator files, as they provide superior reproduction quality and allow images to be resized without loss of detail. All screen printed orders require vector based artwork.

Digital art can be sent to apartwork@gmail.com however, you must reference your P.O.# in the subject line and your company name must be included in the body of the e-mail.

Due to the increasing number of viruses, e-mails sent without referencing a P.O.# in the subject line will not be opened. If you need to e-mail your P.O., please email to: orders@allcreative.org.

If artwork needs to be "created", "touched up", or "redone" there will be a charge of \$75.00(G) per hour, which will be evaluated by the Art Department at time of receipt. Please add \$25(G) per copy change.

For artwork produced using the ECONO Process we strongly recommend Full Color Artwork with bleed using darker tones. We do not suggest using ECONO with large unprinted areas. By using darker colors and less white space the air freshener will have a less noticeable scent application. Artwork for 4 Color Process, 100% color matching is NOT AVAILABLE; slight variations in color may occur. For the Screen Printed Process, artwork must not have any gradients or half tones. Maximum 3 Colors Screen Printed on each side.

Custom Die Costs & Pre-Production Samples

Die charges for Magnets, Softee and Leather products begin at \$350 (G). Prices for Custom Dies for Air Fresheners also begin at \$350(G) but vary dramatically due to the complexity of sizes and shapes, and must be quoted on an individual basis. Pre-production samples plus setup charges and custom die charges (if applicable) are prohibitively expensive and must be quoted on an individual basis. All custom dies and molds become the property of All Creative and will be held for approximately two years after the delivery of the order.

TYPESETTING CHARGE

Any type set that must be input on our end will be subject to a \$18.75(G) charge. Please specify your font preference and we will try to accommodate your request whenever possible. However, if the exact font requested cannot be met, we will substitute it with the closest font we have available. If no style of font is requested, Arial will be chosen.

STANDARD PMS COLORS

All Creative offers standard PMS colors at no extra charge for items that are screen printed. For specific color matching of PMS Pantone colors that are not listed as standard, an additional charge of \$25.00(G) will apply.

PRODUCT INFORMATION

AIR FRESHENERS

Due to the nature of the scenting process, slight discoloration, staining, and bleeding may occur. All air freshener paper starts off as off-white and will be scented with yellow or light brown scent. All air fresheners are scent tested before bagging; scent availability may vary once testing is complete. Scent testing does not guarantee that the aforementioned problems will not occur.

We assume no responsibility/ liability if products are used incorrectly. All Creative will not entertain complaints about scent, as it is an individual preference. We use stock scents that comply with general fragrance industry standards.

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.

SPECIAL SERVICE PRICING

- Bulk package instructions \$0.08(G)
- Stickers 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)

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TERMS AND 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 min of \$75(G) as a "Work in Progress" and will be billed and charged accordingly. All Creative has sole discretion as to the charges for "Cancelled Orders". 24% interest per annum, 2% per month on all outstanding invoices.

All cancelled orders must be accompanied by a formal letter and must be approved by All Creative to be considered a valid cancellation. Please note that any over/ under runs will be charged /credited to a maximum of 5% of the order except on special quotes with the maximum of 10%. Visa & MasterCard are only accepted.

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: Gel Non Slip Pads, Hot/Cold Gel Packs, Magic Boards, Color Your Own Mug, Wink Computer Duster, Dog Tag Whistle, Disposable Bags, Sticky Swipes, Highlighters, Nail File Keychains, Snap-on Battery Flashlight, Carrying Pouch.

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

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 faxed to you within 24 hours 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 All Creative for shipments sent outside US and Canada.

RETURNS

All claims must be submitted in writing within 10 days of receipt of goods. No returned merchandise will be accepted without prior authorization issued by All Creative. We reserve the right to provide credit for future orders on any credit notes issued.

CANCELLATIONS

All orders are considered firm. Cancellations must be made in writing. Phone cancellations are NOT acceptable. Customer is responsible for all work completed at the time of cancellation and will be charged accordingly.

ERRORS

We will not be held responsible for any errors in printing once a paper proof has been approved and price confirmation is sent. Please review and confirm all the information on the paper proof and the order acknowledgment is correct when submitting your approval.

RIGHTS TO PROMOTION

We reserve the right to use any and all logos in our advertising unless otherwise specified in writing at the time of order.

TRADEMARKS, COPYRIGHTS AND REGISTRATION MARKS

We assume no responsibility for legal infringements and assume that the customer has secured the permission of the holder of any trademarks, copyrights or registration marks for products produced by our company. The customer agrees to assume any liability resulting from patent or copyright infringement.

TRADEMARK NOTICE

The products you have seen in this catalogue are for references purpose only and appear only to illustrate the shape and appearance in order to assist you in creating your own sale. All Creative in no way indorses or promotes any of the logos or brands shown in the catalogue. We will not reproduce an exact item purchased previously by another customer without authorization. Your purchase order and artwork are our work order.

CATALOGUE ERRORS/OMISSIONS

Prices are subject to change without notice.

We reserve the right to discontinue any item without notice.

We will not be held liable for any typographical errors and omissions in this catalogue. Inventory is subject to change without notice.

JURISDICTION

All purchase orders placed with All Creative shall be governed by the laws of the Province of Ontario in the Dominion of Canada.

Disputes arising from any purchase order, both domestic and international, shall be resolved in a court of jurisdiction in the Province of Ontario.

NOTICE

All orders are subject to corrected pricing. US pricing may only be used by US and International clients. All Domestic orders and/or those shipping within Canada are subject to Canadian pricing. No exceptions.

All products in catalogue are for illustration purpose only. Products' colors are for reference only and not exact. Please contact us if you have any questions.

We are not liable for non-fulfillment due to statutory holidays, strikes, fires, weather, inventory shortage or other causes beyond our control. All sales are subject to our standard General Information Guidelines. We are not liable or responsible for consequential or special damages due to any delay.

Warning: polybags and resealable bags can be dangerous.

To avoid danger of suffocation keep this bag away from babies and children and discard once opened.