

## **How to Order:**

All emailed orders must be sent to the designated email address below in the form of a PDF attachment, with artwork attached as well. Job names/full PO numbers must be placed in the subject line of your order. Failure to include this information or providing any formats other than PDF may result in processing delays.

-For general customer inquiries or changes on existing orders, contact customer service at [orders@designerplastics.com](mailto:orders@designerplastics.com)

## **Artwork Requirements**

If a specific size is indicated on your purchase order, we'll do our best to match the sizing if it's printable. Artwork must be sent in as a "vector", .EPS, or high resolution .JPEG file. Please make sure artwork for an order is sent in with the order to keep everything together. "Mock-up" requests with no orders may incur an artwork charge of \$45 per hour with a minimum of one hour.

-PMS Color Matching: Color matching is available at no cost. We will match a PMS color or a color chip provided by you to the best of our ability. However, PMS matching is not guaranteed due to the limitations of the inks, differences in the color and textures of the substrates to be printed (dark-colored or coated), as well as computer monitor variations.

## **Order Acknowledgement**

After receiving your order, an Order Acknowledgement will be sent. Please review carefully and contact us immediately if any corrections/changes need to be made. All changes must be confirmed in writing.

## **Customer Approval**

We must receive your proof approval on artwork, along with shipping information BEFORE production commences. Once approval is received, any changes to an order may incur additional costs and production time.

-Product Proof: Product proofs can be shipped using our standard 5-day ship when requested. All item (including a second set-up fee) and shipping costs apply.

## **Order Cancellations**

Orders can be canceled only with written factory authorization prior to imprinting or production. If an order is cancelled after production has begun, it may be subject to additional charges. Charges will still apply to any product proofs received prior to order cancellation.

## **Authorization & Indemnification**

By placing an order with Designer Plastics, Inc, you represent and warrant that you have the authority to order, purchase, and/or distribute merchandise containing the names, trademarks, logos, copyrights, etc. identified and/or submitted with your order. You also agree to indemnify, defend, and hold harmless Designer Plastics, Inc, its affiliates and representatives, from and against all claims, liabilities and expenses (including attorney fees), arising out of or related to an actual or alleged infringement or misappropriation of any trademark, copyright or any other proprietary right of such merchandise. This provision will remain in effect after delivery of your order.

## **General Disclaimer**

Designer Plastics, Inc cannot be liable for delays in delivery or product availability due to customs, shipping or natural disasters. Designer Plastics, Inc reserves the right to make slight spec changes to enhance product quality or performance. Decorating methods and location sizes are subject to change.

## **Liability**

All merchandise becomes the customer's property upon delivery to the freight carrier.

## **Logo Disclaimer**

Logos shown on the website are for illustrative purposes only; they do not imply endorsement and are not for sale except by authorized owner. By submitting order and artwork to Designer Plastics, Inc, the customer represents that the use or display of artwork will not violate any applicable laws or client restrictions. Customer hereby agrees to hold Designer Plastics, Inc harmless of all claims.

## **Over/Under Runs**

We reserve the right to ship +/- 5% of the quantity ordered and invoice accordingly. Exact quantities can also be provided at an additional charge. Specify on PO if exact quantities are needed.

## **Payment**

Net 30 days upon credit approval. If not on Net 30 terms, we do accept credit cards: Visa, Mastercard, Discover, American Express, etc. Payments not received by the due date are subject to a 1.5% per month late payment charge. First orders or large orders may require a deposit or prepayment.

## **Collections**

Accounts requiring collection will be liable for all the collection costs, including all fees, costs, and expenses incurred.

## **Credits**

Unused and/or unclaimed credits will be reserved/voided after 6 months.

## **Pricing**

Prices are subject to change without notice.

## **Production Time**

Production time begins upon receipt of a signed Purchase Order, approval of credit, and all other information including shipping addresses and customer inserts. Once the order is completed and shipped, we will send the invoice via email, which will contain a tracking number.

## **Lead Times**

Due to growing business, our lead time has extended. From the date of receiving your order acknowledgement, it will take 7-10 business days to complete.

-If your order is needed sooner for an event date, please note the event date on your purchase order, and contact the production team directly as well. We will do everything in our power to fulfill your request.

## **Fulfillment & Packaging**

Drop shipments: Drop shipment charges apply for each location per release, plus freight costs. Drop ship addresses must be received at the time of order receipt. If there are more than 10 drop shipment address, you must provide addresses electronically via e-mail attachment with a purchase order reference in the subject line. For your convenience, we offer a template for download.

Special Shipping Instructions: Additional charges and lead-time may apply for special handling such as palletizing, using custom mailing labels, and special packaging requirements. Please call for lead times. Any labels or packaging must be sent to us prior to production and reference your purchase order number, company name, and phone number.

Customer Inserts: Please call for lead times if insertions/attachments are requested. Insertion instructions must be noted on your purchase order. When requesting label attachments, printed labels must be provided to us. Production will not begin until customer-supplied inserts/attachments are received.

## **Customer Pick-Up**

Pickup hours are between 8am CST and 4pm CST on regularly scheduled business days. When your order is completely, we will send notification to the email the purchase order came in with. Special arrangements can be arranged if need be, but may be subject to additional costs.