

General Information

PRODUCTION TIME, RUSH ORDERS

Production times are listed on each page with the appropriate product.

PLACING AND ACCEPTANCE OF ORDERS

You can fax your purchase orders to (310) 390-5793 or email them to orders@innovationline.ca. Please ensure that all relevant information is noted to avoid any delay in production and shipping. Please include a hard copy of the artwork and layout if available. If you would like to contact our customer service department by email, you can reach us at info@innovationline.ca.

All orders are acknowledged by fax and/or email upon receipt. Please read carefully and contact us if corrections are required. Any changes to an order must be made in writing and approved by factory prior to changes becoming effective. Distributor is responsible for all production costs, if any, incurred prior to order change. All orders are accepted subject to our standard delivery terms. Any deviation from the stated production lead-times will need to be pre-authorized. All orders are subject to credit approval. Delays in response to requests from our credit department will delay the ship date.

Payment Terms: Our standard open account terms are Net 30 days, from the date that order has shipped. We accept VISA and MasterCard for order payment with distributor approval

Re-orders: Please specify the most recent P.O. Number and date or the Innovation Line job number. Customer Purchase Orders and digital artwork files are stored for two (2) years.

Catalogue Pricing: Catalogue prices are subject to change without notice. All catalogue pricing is based on our costs known at the time of publishing. Natural disasters, worldwide economic conditions including, but not limited to, foreign governments altering their tax or monetary policies, the cost of raw materials rising (usually associated with the cost of oil) or other economic conditions could result in unforeseen price increases. Any such event may necessitate that we alter the pricing published in this catalogue. In such an event, we will do our best to keep prices updated on our website at www.innovationline.ca. We are not responsible for pricing or information errors found in third party publications (i.e., PromoCan, ESP, SAGE, Impact, etc.) whether in a database, online, in print or by email blast, etc. Pricing is effective upon publication.

IMPRINTING CHARGES

All Set-Up Charges, PMS Colour Match Charges, and Repeat Charges are "per colour", and/or, "per location". Each catalogue page shows applicable setup charges. PMS Colour Charge: 40.00 (G) per colour. All PMS colours are indicative of how they appear on a white substrate and may change depending on the colour of the item. We cannot guarantee exact colour matches, especially on stress relievers and digitally printed inserts. Standard no charge PMS colours (coated) are:



Proofs: by fax or e-mail, \$7.50(G), add 2 days to production time.

Ink Colour Charge: \$25.00 (G) per colour change.

Pre-Production Samples: For most items, \$50.00 (G), plus setup charges, cost of the item, and cost of any additional colour per unit running charges and freight charges. If any changes are made to the original artwork after receipt of the pre-production sample, then additional set-up charges will also be added to the invoice. Add 2-3 days to production time.

Speculative Samples: For most items, \$25.00 (G), plus cost of the item, set-up charges and any additional running charges and freight charges. Production Time: 10 working days.

Virtual Spec Samples: FREE – Please email your virtual requests to virtual@innovationline.ca.

Samples: Items totaling \$5.00 or less (based on our end quantity price) will be shipped for free. You can email your sample request to samples@innovationline.ca.

Less Than Minimum Charge: \$60.00 (G) plus first column price. Only Select items within the catalogue are available at less than minimum quantities. Absolute minimum is 50% of the first column quantity.

Cancellation Charge: \$40.00 (G), plus all production charges for work performed up to that date.

Overruns and Underruns: We reserve the right to ship up to 5% over or under the quantity ordered and to invoice accordingly.

Self-Promos: Use end quantity standard service price less 20% and setup charge of \$25.00 (G) per colour. Call factory for assistance.

Blank Catalog Merchandise (note exceptions below): End quantity pricing applies. Delivery 10 days.

Blank Acrylic Awards: Delivery approximately 10 days. No less than minimum available. End quantity pricing applies. All sales are final, returns are not accepted.

Blank Acrylic Award Samples: Blank acrylic samples require 5 – 8 days production time or longer subject to manufacturing capacity restrictions. All sales are final, returns are not accepted. Acrylic Random Samples can take up to 10 days to produce. They are not returnable and will be invoiced at first column pricing.

Shipping: Factory can only guarantee a delivery date based upon when the merchandise leaves our warehouse. We will not be held responsible for any consequences that result from freight carrier delays or failures. Distributor is responsible for all shipping and freight charges FOB Toronto warehouse. Shipping instructions, method, delivery address and delivery date must be clearly included on purchase order. Title to goods passes to Distributor once we deliver the products to the carrier. Freight claims should be filed with the carrier. Delays caused by carrier are not the responsibility of the Factory and no refunds, credits or returns will be given if carrier is in error. Factory often gets billed from common carriers when addresses are wrong, residential deliveries are required or other mishaps occur because proper ship to information was not provided. In such cases, Factory will send a supplemental invoice to distributor for such charges.

Early Shipping: Factory reserves the right to print and/or ship orders earlier than requested on purchase order UNLESS purchase order clearly states Do Not Ship Early. Factory cannot be held responsible if customer requests changes to an order that has already been printed and/or shipped. Postal service is not available.

Insurance and Handling Charge: \$2.50 (Z) per carton will be added to the invoice. All prices shown in the catalogue are FOB Toronto, ON. Freight, Insurance and handling charges per carton will be added to the invoice.

Drop Shipments: A \$10.00 (Z) for domestic destinations, for EACH location after the first, will apply, in addition to the freight/handling charges.

Third Party Billing: There is a \$2.50 (Z) charge per carton for 3rd party billing shipments. If the billing charges are refused or confused, the carrier bills back the charges to Factory's account. In this case, Factory will invoice the distributor for the shipping charges plus a \$25.00 (G) service charge. If factory mistakenly fails to use the 3rd party account provided, distributor must still pay the freight charge. We are not responsible for insurance on these shipments.

Shipping Weights and Freight Estimates: Weights shown in the catalogue are only estimates. Shipping weights may vary and the factory cannot be held responsible. Larger items packed in oversize cartons (like wall clocks or clipboards) may vary greatly from the actual product weight. Variances will occur due to product density, packaging and dimensional shipping weights. Innovation Line cannot be held responsible for differences in final freight charges versus any quoted freight.

Exact Quantity Charge: \$50.00 (G) Available only for one colour, one location imprints and for catalogue quantities only. Not available for multiple colours, locations, special quotes or above catalogue quantities.

Returns and Claims: Merchandise found to be incorrect or defective due to factory error will be replaced or repaired at no additional cost. All claims must be made within 30 days of receipt of merchandise. No returns will be accepted without a prior verbal return authorization from the factory and a written "authorization form" which will be sent to you and must be returned in the master carton. No credit will be issued for merchandise that is not authorized to be returned to factory.

Warranty: All products are warranted for one year from purchase against defects in material and workmanship when they are used as intended. We will repair or replace any warranted products. Certain products are made of natural materials or are hand made, and will vary slightly from item to item. Batteries are included with all electronic items.

Trademark Notice: All artwork, designs, and trademarks imprinted on the products displayed in this catalogue are reproduced only as examples of the type and quality of the decorated items available from our line of products. They are not intended to represent that the products are either endorsed by or produced for the owners of the artwork, design or trademark.

Authorization & Indemnification: By placing an order with Innovation Line, Distributor represents and warrants that Distributor has the authority to order, purchase and/or distribute merchandise containing the names, trademarks, logos, copyrights, etc., identified and/or submitted with the order. Distributor also agrees to indemnify, defend and hold harmless Innovation Line, its affiliates and representatives, from and against all claims, liabilities and expenses (including attorney's 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 the order.

ARTWORK

We strongly recommend all artwork be computer generated to assure the best printing results. We suggest the use of high contrast, clean and defined edges, straight typefaces, and avoid type smaller than 7 pt., or detailed artwork in small imprint areas. Our Art Department supports the Mac OSX versions of the following software programs: Adobe Illustrator, Adobe Photoshop, CorelDraw. Acceptability of artwork files in PDF format is subject to review by our Art Department.

Layouts: we strongly recommend the artwork submitted be laid out the way it should appear when printed. If no layout or related instructions are provided, we reserve the right to use the art provided as we see fit, using our best judgment.

File formats: Within our line of products, different items are available in different printing methods. The requirements for each method are as follows:

For **SPOT COLOUR PRINTING** (Screen, Pad) or **LASER ENGRAVING**, we require files in Vector EPS format, with type outlined (solid colours only, no halftones or gradations).

For **4-COLOUR PROCESS DIGITAL PRINTING**, we require files in TIF format, CMYK colour mode, with a minimum resolution of 300 ppi, sized at 100%, flat and with extra bleed if needed (the format for Spot Printing – see above – is also accepted).

Artwork Submission Via e-mail: Send to: art@innovationline.ca. You MUST refer to your Purchase Order Number in the subject title of the message. Attach the artwork file(s) and include a contact name and phone number, and layout instructions (if any) in the body of the message.

Digital Media: We also accept Mac OS X formatted CD- and DVD-ROMs.

Artwork Clean Up: Only minimal clean up of artwork is available. Additional artwork charges of \$25.00 (Z) per half hour will be applied for any order in which art needs more than one half-hour of clean-up work.

Art Storage: Artwork data files are saved for 24 months from original order date. On repeat orders with changes, all original set-ups will apply.

Personalizations: The copy must be provided as it will appear when printed. Only DOC (Microsoft Word) and TXT (plain text) formats are acceptable. We DO NOT accept XLS (Microsoft Excel) files, database-like files, drop shipment list or table enclosed data. When personalizations are not provided as required, standard typeset charges will apply (see below).

Clock Number Style Options: any clock dial that can be customized begins as a blank white dial. You can choose any of the style options shown below, or create your own graphic and submit artwork to us (see acceptable formats above). The dial graphic, when printed, will be considered a single colour imprint and within the imprint area dimensions.

