

LOGO GIFT from Carbine

All orders are received based on compliance with the following terms and conditions:

PRICING: Our price list is final, errors and omissions excluded. In the event of discrepancy between our price list and third party providers, such as APPA and Xebra, our prices shall apply without exception.

INDENT PRICING: This price list is not valid to be used for indent pricing. Many variables apply for special imports and so stock prices should not be used. Please contact us for a quote. Not all products are available as indent.

PRODUCT SPECIFICATIONS: Products depicted in catalogue and website may be subject to change in colour, finish, packaging, etc, without notice. Products may be deleted from the range without notice. Due to photographic processes the colours and decoration options in the catalogue and website may appear different to the actual product.

DECORATION CHARGES AND OPTIONS: Decoration pricing is shown under each product, with the best or recommended option first. Decoration suitability is *always* subject to sighting of artwork and position required. We will advise suitability of proposed decoration. Please ensure correct prices are used, as *no responsibility* will be accepted by us for misquoted jobs.

ARTWORK: We require vector artwork saved in **.ai .eps** or **.pdf**. All fonts must be outlined as curves. An artwork reference sheet showing print size, location on item and the PMS colours must accompany artwork files. Any extra costs to produce acceptable art will be advised and included on your final invoice, if the artwork is not provided in the above formats.

ART APPROVAL: A final artwork approval will be sent for all decoration jobs (including repeats). This must be carefully checked for errors, authorised and returned. No decoration will begin until this approval is received. All care is taken to prevent errors, but once artwork is approved *no responsibility* will be accepted by The Carbine Collection for errors or omissions.

PRE-PRODUCTION SAMPLE (PPS): This is not a standard service: if a PPS is required it must be noted on your purchase order. PPS will be charged at twice the normal set-up price, per colour or position. If the job goes ahead unchanged a repeat set-up only will be charged. Any change from PPS will incur a new set-up charge.

DELIVERY: Undecorated product: will be despatched same day if order is received prior to 2.30 pm (EST). Decorated product: please allow 5-7 working days from artwork approval. Complicated jobs may take longer. Indent and special assembly jobs: we will advise you of production and delivery schedule.

THIRD PARTY DELIVERY: It is customer's responsibility to check orders or samples delivered to third parties for correctness and quantity, as we will not accept any responsibility for loss, or incorrect products being decorated.

RUSH DECORATION ORDERS: We may be able to accommodate rush orders for decorated product but please call for confirmation. No commitment can be given until artwork is received in a suitable format. We reserve the right to charge extra decoration costs of 20% for orders with short lead time, if we accept the job.

QUANTITY REQUIREMENTS: Printed product quantity may vary due to spoils which can occur during printing. Subsequent supply will be charged at the relevant price, so please specify when ordering if an exact quantity is required. -3% on quantity will be considered as acceptable. Orders below the minimum quantity may attract a 10% surcharge, at our discretion. Orders with different decoration will be charged at the relevant quantity price.

SAMPLES: Samples are provided, on receipt of purchase order, at list price plus delivery. Plastic pens are FOC, not including delivery. If samples are returned within 2 weeks, in saleable condition, a credit will be issued less delivery charges. Our definition of saleable will be final. Returns policy does not apply to indent samples, preproduction samples, specials or discontinued products.

RESERVING STOCK: Stock can only be reserved for a maximum of 48 hours, without an official purchase order.

PAYMENT TERMS: For account customers: *Nett 30 days from invoice*. No settlement discounts are offered. Accounts in arrears will be on stop credit. For C.O.D. customers: cheque, payment by Visa and Mastercard, or direct deposit into our bank account (ANZ Account: The Carbine Collection, BSB 013-366 A/C 2593 74036) is required before goods are despatched. C.O.D. Decoration orders will require a 50% deposit to be paid before decoration begins. INDENT ORDERS: All indent orders will require 50% deposit, and balance before goods are despatched.

GUARANTEE: All goods are guaranteed against faulty manufacture (excluding batteries). Decorated products: replacement will be limited to product only, if decoration was not done by The Carbine Collection. Please ensure product is acceptable, and the proposed decoration method is suitable, before commencing decoration. We do not guarantee printing against wear or solvents.

CLAIMS / RETURNS: Any claim must be made in writing within seven days of receipt of goods, and no goods will be accepted for return without prior approval. We reserve the right to charge a re-stocking fee of 15% if warranted. Indent, special assembly, close-outs and decorated products cannot be returned for credit.