

ordering, shipping & more general information

Ordering Procedure

Please confirm all orders, order changes, delivery requirements and dates, paper proofs and any information given over the phone, by e-mail, fax or letter. This will help ensure that your order is processed accurately. Thank you.

Samples

Samples are billed when shipped. Blank or random samples are invoiced at end column price, less 10%. Invoices are credited when samples are returned and the balance of the invoice is paid. Custom samples are NOT returnable. You will receive free ground freight for any samples ordered on the web at andrewphilips.com. This applies to US shipments only.

Spec. Samples

Spec. samples are billed at EQP less 10% with a die/set-up charge of *\$. If the same die is used for multiple spec. samples, there will be only one die/set-up charge. Spec samples are not returnable.

Self-Promotion

All items except closeouts are billed at *\$. Closeouts are billed at the published price. Die/set-up and decorating run charges are billed at 50% of our standard charges. Merchandise must be decorated with a distributor name and/or logo. In the case of multiple items on one order, only the items with the distributor name or logo are eligible for the self-promotion discount.

Programs and Company Stores

Program and company store items that are registered with us will be billed at the end column price. Please contact our customer service department to receive a registration form or go to andrewphilips.com.



Global Direct

High volume orders can now ship directly from overseas, saving you both time and money. Contact us for details.

Insertions

We will process insertions of materials. Pricing to be determined upon receipt of job specifications. Average insertion charge *\$ each.

Shipping

We ship orders via UPS and Federal Express (other carriers can be used upon request). If requesting Federal Express only, please provide your FedEx account #.

All merchandise prices are quoted without freight. Please add *\$ for all C.O.D. shipments.

Handling Charge

A handling charge of *\$ per carton will be added to freight charges.

Third Party Shipping

Third party shipping is permitted for UPS and FedEx only. A handling charge of *\$ per carton will apply.

Drop Shipping

We will drop-ship most products for an additional charge of *\$ each plus freight and any special packaging.

Split Shipments

A *\$ charge will apply for each destination after the first.

Returns

Samples are returnable within 60 days for full credit (excluding freight charges). Decorated merchandise is not returnable. Returns of blank goods (orders) is solely at our discretion. A 20% restocking fee will apply. All returns must be authorized by fax using our return authorization process. They are subject to inspection and approval before a credit will be issued. All shipping charges must be prepaid. Please include a copy of the invoice in the package.

Cancellation

Orders for imprinted products are considered firm after receipt of faxed or emailed approval. Telephone and mail orders are considered firm upon receipt of order. Cancellations of stocked

Cancellation (continued)

items must be faxed or emailed prior to proof approval to be considered valid. Custom orders that have begun production cannot be cancelled. Orders for non-stocked merchandise (that are in production) cannot be cancelled.

Claims

Claims must be made within 10 days of shipment. Shortage claims must be made within 48 hours of receipt.

Payment Terms

Net 30 days (if credit approved).

Credit Card Payment

Visa, Mastercard, Discover and American Express are accepted.

Overruns/Underruns

We reserve the right to produce and ship orders that are 3% over or under the quantity requested.

Pricing

The effective date of this catalog pricing is January 1, 2010. Pricing is subject to change.

General Information for Canada Catalog Pricing:

Catalog prices are in U.S. dollars and do not include duties, value added taxes (GST) or customs brokerage fees. If assessed, these charges will be the responsibility of the distributor, who will be billed for them in addition to any shipping costs. These fees can be delayed in billing up to 90 days. If you would like UPS to bill these charges directly to you without delay, please provide a UPS account number on your purchase order and request that we ship via UPS WorldShip along with the method of freight desired (i.e. Ground, Second Day, Overnight, etc.)

We accept payment in U.S. or Canadian funds.

If you would like to receive a pricelist in Canadian dollars with prices that includes a deboss, customs and duty charges, please contact our customer service department.

Shipping: FOB Teaneck, New Jersey

If you elect to use third party shipping, all applicable duties, taxes, brokerage fees and freight charges will be the responsibility of the distributor. For pricing on third party shipping, please contact our customer service department.

*Contact your retailer or distributor for pricing

andrewphilips.com