

Shipping Information

FOB Factory, Shipping: Prepaid and Add.

Specific Dates: Every effort will be made to meet specific "in hands" dates. However, we cannot guarantee delivery due to production schedules, product availability, etc. Orders received with a specific ship or "in hands" date will be shipped within 3 days of the specified date. **Customers should consider express shipping methods to meet specific "in hands" dates.**

Drop Shipment/Split Shipment: Add \$16.00 (G) per location change. If multiple drop ship locations, addresses must be received by House of Doolittle at least 10 days prior to estimated ship date, in our Excel spreadsheet format. Call Customer Service to obtain a copy.

Carton Labeling: Customer must supply labels for special carton labeling requirements. A service fee of \$4.00 (G) per label will apply

General Information

Overruns & Underruns: Variances in production sometimes create overruns or underruns. Our factory reserves the right to ship up to 10% over/under, although every effort will be made to ship the quantity ordered. Billing will be for exact amount shipped, but will not exceed 10% over. Customers requiring exact quantities must clearly specify on purchase order. **For exact quantities \$28(G)**

Samples: Random samples, current catalogs, cover material swatches and corner material samples are available at no charge to distributors.

Production Time: All purchase orders submitted must be production-ready. Production-ready includes, but is not limited to, ink colors, corner options, ship to addresses, art information. Orders not received production-ready will not have stock reserved or be placed into production schedules until complete information is received. At that time normal production times will apply.

Please Note: All production times are based on proof approval and/or credit approval.

Less Than Minimum Orders: Orders that do not meet minimum quantity will be billed at the catalog minimum quantity price plus \$48.00 (G). Absolute minimum is 1/2 catalog minimum.

Cancellations: Orders will be subject to any costs incurred to date plus a cancellation charge of \$35.00(G). All cancellations must be confirmed in writing.

Shipping & Warehousing: Storage of completed orders is available at no charge. Beginning September 15, all orders completed and those in storage will be released for shipment up to 14 days before the required ship date.

Orders received after August 15, will be shipped as completed unless specified on purchase order. Orders will be shipped according to our standard production schedule unless a "not before" ship date is specified.

If inside delivery is required, it must be specified on your purchase order and additional charges will apply.

Credit Requirements: Orders from new customers are accepted on a prepayment basis. The order must be paid in full before it can be scheduled for production. The customer can provide credit references to establish terms for future orders.

Order Acceptance: Products are intended for advertising, promotional and business gift use only. They are not to be resold to customers for other than customers' advertising, promotional and business gift use. Factory reserves the right to refuse orders known to be for other than this purpose. Orders are confirmed by an order acknowledgement.

Charge Cards Accepted: Master Card, Visa and American Express. Please indicate type of card, charge card number, expiration date, security code and the name as it appears on the card.

Acknowledgements will be sent for all faxed/mailed orders, confirming style and cost.

We are not responsible for orders not received by us.