

Important Ordering Information

Follow these steps to ensure expedited processing of your order.

1. Purchase Orders: Your purchase order must include your contact information including e-mail address, the item number(s) and description of each item, colour code(s), quantity, price, imprint method and location, shipping method, ship-to address and in-hands date.

2. Artwork: Artwork must be included with your order (see **Artwork Specifications** for requirements). A repeat order must include previous PO number.

3. Acknowledgment: Once your order has been received, an order confirmation email will be sent to you. Please review this confirmation for accuracy and to ensure there are no questions requiring clarification. Your order will be processed as indicated in this confirmation email.

4. Proofs: Within two business days of receiving your complete PO and artwork, an electronic proof will be provided for your review and approval. Written approval of electronic proofs is your confirmation that the artwork has been handled accurately and ensures your order will be produced correctly. Castelli Canada is not liable for customer-approved errors, mistakes or misspellings.

5. Pre-production Sample: Produced upon request only at EQP plus set-up. A shipping account must be provided. Standard production time applies for pre-production samples. Written approval of pre-production samples is your confirmation that the artwork has been handled accurately and ensures your full order will be produced correctly. Castelli Canada is not liable for customer-approved errors, mistakes or misspellings.

6. Changes to approved proofs: If changes are made to approved proofs or approved pre-production samples after production has begun, additional costs and delays in production time will be incurred.

Over and Under-Runs: While every effort is made to supply the exact quantity of printed merchandise ordered, a 2-5% variance must be taken into account for over/under-runs.

GENERAL INFORMATION:

Artwork Specifications: In order to ensure accurate, high-quality and prompt production of your order please ensure the artwork provided meets our specifications.

Electronic Artwork: For DIE DEVELOPMENT and LASER IMPRINT: Vector files are required with text converted to outlines (EPS, AI, CDR, pdf); for FULL-COLOUR PRINT: Size as at 300 dpi (AI, EPS, TIFF, JPG, PDF, CDR).

Art Charges: Electronic Proofs are FREE (with artwork that meets our specifications). Art time required to ensure your files meet required specifications is billed at \$60.00/hour(G) (1/2 hour minimum).

Trademarks:

All copies or other materials submitted by the customer for production purposes will be accepted as fully compliant with all applicable laws regarding trademark service, service mark, copyright, right of privacy, patent or similar protection. Castelli Canada assumes no responsibility for determining who holds title to trademark. All liabilities of this nature rest with the customer.

Less Than Minimum:

If less than 100 Small, 50 Medium or 25 Large books are ordered, a \$40 (F) Less Than Minimum charge applies.

Exact Quantities:

If exact quantities of 100 Small, 50 Medium or 25 Large books are ordered, a \$40 (F) Exact Quantity charge applies.

Standard Imprinting:

Standard imprint area is determined by book size.

Oversized dies at \$4 (F) per extra square inch.

2nd Imprint Run Charge - \$.80 (F) plus applicable die charge.

Each product has its own recommended imprint method (deboss, foil imprint, laser or full colour). Silver and gold are standard foil colours - PMS matches are not available. For other foil colour options, please see page 14. Additional charges may apply.

Production Time:

5 days or less after art approval for spec samples and orders with standard imprint area.

5 – 7 business days for orders with tip-ins, bellybands and decorated pens at catalogue quantity.

*Lead times based on approval dates.

Custom orders are produced in Italy. Delivery time approximately 12 weeks. Quotes supplied upon request.

Packaging & Fulfillment:

Items are shipped bulk and packaged in standard cartons.

Special packaging and assembly are available, please contact us for details.

Trademarks: Copy and trademarks in this catalogue are used to demonstrate special product printing and do not constitute endorsement.

Disclaimer: All products shown in this catalogue are not necessarily "to size." Items shown could be larger or smaller than actual size. Our intention in all cases is to display product for imprint and finish characteristics.

Important Notes: All prices, specifications and terms of sale are subject to change without prior notice. All orders are subject to approval by Castelli Canada and are not binding until accepted by Castelli Canada. We reserve the right to refuse any order at any time. All orders are subject to availability of materials and component parts, and Castelli Canada shall not be liable if unable to ship any order(s) due to material or product shortages.

Payment Terms & Credit:

How to establish credit:

Net 30 day terms may be extended to customers who are submitting their 3rd order, and whose product purchases exceed \$2,500 in the past 2 years.

Credit limit is calculated at 25% of total purchases in the past 2 years. Credit is maintained by showing an average payment history of less than 45 days.

New customers and customers who have not established credit:

Payment in advance of shipping is required:

A 2.5% credit card charge will apply to Visa and MasterCard payments in excess of \$2500.

Customers who have established credit:

Net 30 day terms.

Credit limit is calculated at 25% of total purchases in the past 2 years.

Payments are accepted by company cheque.

No product will be shipped to customers with unpaid invoices over 60 days.

Visa or MasterCard payments made after shipping will be subject to a 2.5% credit card charge.

Custom Book Order:

A 50% deposit at time of order is required for all custom orders.

Deposits less than \$500 – payment by company cheque, Visa or MasterCard.

Deposits greater than \$500 – payment by company cheque, Visa or MasterCard.

A 2.5% credit card charge will apply to Visa and MasterCard payments in excess of \$2500.

Blank Books:

End Quantity Pricing (EQP) with a \$50.00 minimum order.

Self-Promo:

Pricing of EQP less 25% with an MOQ of 50 Small, 25 Medium or 12 Large books + setup. \$30 (F) Deboss, \$40 (F) Foil, \$80 (F) Full colour, \$30 (F) Laser.

Samples:

Decorated Random Samples: Up to \$20 net (1st column pricing) in samples are available at no charge if a FedEx, UPS or Purolator account is provided. If a courier account is not provided you will be invoiced for the books and shipping.

Spec Samples:

May be purchased at EQP plus die development fee.

Production time of 5 business days from art approval.

Virtual Samples: Will be provided at no charge as long as the art meets the requirements specified in the Art Specifications section. Please allow 24-48 business hours for processing.

(Longer times may be required during peak seasons). Standard art charges will apply if artwork does not meet our art requirements.

Custom Orders – Are available.

Please contact us to confirm options, pricing and timeline.

Shipping and Handling:

A. All products are shipped F.O.B. Peterborough, ON factory unless otherwise noted.

B. Unless alternative arrangements are made orders will be shipped via FedEx prepaid and freight billed on the invoice. Third party billing on customer's account can be used on all orders as requested. Shipments by UPS and Purolator will only be made by third party billing on customer's account.

C. Any charges to Castelli Canada on third party billings will be billed back to the customer and may be subject to additional fees. Any additional FedEx charges to Castelli Canada (address changes/corrections, recipient refusal and return, duties and taxes levied) will be billed to the customer and may be subject to additional fees.

D. Expedited shipping is used upon customer request.

Exact event dates must be supplied to ensure timeliness.

E. Orders will be shipped to the address indicated on the PO unless otherwise indicated.

F. Castelli Canada will perform drop shipments at an additional charge of \$8 (F) per location and the addresses must be provided electronically.

ADDITIONAL INFORMATION:

Claims and Return Policy: Castelli Canada values its customers and accepts returns of most non-imprinted merchandise for credit, less shipping, handling and applicable restocking fees within 30 days of shipment.

Restocking fees: A 15% restocking fee may be charged for non-imprinted merchandise. Imprinted and branded merchandise may not be returned.

Claims: Claims must be received via fax or e-mail within 30 days of shipment. A Castelli Canada customer service representative will contact you within 48 hours of receipt.

Return Authorization: Contact Castelli Canada customer service to obtain a Return Authorization (RA) number. Returns without an RA number will not be accepted. Upon receipt, a credit less shipping, handling and any applicable restocking fees, will be processed.

Please note: Your account must be in good standing in order to receive a credit or refund.

General Emails:

orders@castellicanada.com