



## GENERAL INFO

Email Artwork and/or Purchase Orders to [Danielle@ProfessionalGifting.com](mailto:Danielle@ProfessionalGifting.com)

### PLEASE NOTE:

All prices in this web site are subject to change without notice. Any changes made to an order after received at factory must be confirmed in writing, fax or e-mail. Photographs on our site or in our catalogs may not show true color or texture of products due to printing process. Maximum Imprint Area will be used unless otherwise specified on purchase order or noted on artwork instructions.

### ACKNOWLEDGMENTS:

Orders to Professional Gifting (PG) will be acknowledged via email.

### CANCELLATION CHARGES:

Standard Production Orders (usually around 10 working days after proof) may be canceled as long as production has not begun. All cancellations must be in writing via fax or e-mail (and confirmed by PG). Orders canceled during production will be charged for the work completed at the time of cancellation, plus \$100.00 per order. Orders may not be canceled after production is complete. Embroidered items add \$150.00

Rush Orders (all 24HR orders, 3-Day, 5-Day, etc.) may be canceled prior to production start. All cancellations must be in writing via fax or e-mail (and confirmed by PG). Canceled orders will be charged \$50 per order if screen layout / production has not begun. Orders canceled after screen layout or during production will be charged for the work completed at the time of cancellation, plus \$150.00 per order.

### CHANGES TO AN ORDER:

Any changes made to an order (by phone) after received at factory must be confirmed in writing, e-mail or by fax. Note: Changes may delay shipments and charges may apply.

### COMPLAINTS:

Complaints must be made within 15 days after receipt of shipment.

### CO-OP PROGRAMS:

Co-op programs will be extended the End Quantity Price providing at least the minimum quantity is ordered for each release. All other applicable charges are as per the standard catalog pricing. A copy of the catalog in which you are featuring an item must be submitted to our factory. All Co-op purchase orders must clearly state Co-op Program.

**COPYRIGHT/TRADEMARK LAWS:**

ASI assumes that artwork submitted for reproduction in producing an order, was submitted in full compliance with the laws governing copyright, trademarks, etc. Purchasers, by placing these orders, agree not to hold PG responsible for any damages, costs and/or expenses arising under these laws as a consequence of our use of said artwork.

**LIABILITY LIMITATION:**

In the event of a defect in material or workmanship, PG will replace the goods, F.O.B. point of shipment or refund the purchase price for the merchandise at PG's sole discretion, provided that a written claim is received within 15 days from the shipment date. PG's liability shall not in any event exceed the cost of furnishing a replacement for the defective product.

**OVERRUNS AND UNDERRUNS:**

All orders are subject to overruns or underruns of 5 - 10%. Orders specifying exact quantities are not available.

**PAPER OR ELECTRONIC PROOFS:**

Available upon request. Paper proofs will be faxed or Electronic proofs will be e-mailed unless otherwise noted on purchase order. Small fee may apply. Add 2-3 days to production time. PRODUCTION BEGINS AFTER RECEIPT OF WRITTEN PROOF APPROVAL. NO CREDIT WILL BE ISSUED FOR ANY ART ERRORS AFTER APPROVAL.

**PRODUCTION TIME:**

Standard production time will vary for each individual order. It's typically around 7-12 business days depending on your need for a proof and the number of days in transit. Simply notify us of your event date and we'll make sure it gets done on time. If we are not capable of fulfilling your needs, we will do our best to suggest an alternative option. We've produced orders as quickly as a couple days, but we've also created custom items overseas which took around 60 days.

**REORDERS:**

To ensure exact duplication, submit invoice number and a sample. If previous order included an art, die or screen charge, but a change of copy is needed on the new order, it will be necessary to charge a new art, die or screen charge on the new order (except items where no art or die charges apply). NOTE: We keep dies on file for around 2 years. Exact imprint color and product cannot be guaranteed on repeat orders.

**SET UP CHARGES:**

Set up charges will apply to most new orders and will typically be around \$40-\$55/color. Ask your PG sales representative before placing your order if you are unsure or need to place a reorder.

**SAMPLES:**

Random Samples are available upon request and are usually free if a shipper number is provided. Blank samples and samples costing more than \$10 will incur charges. However, if an order is placed and/or samples are returned within 30 days, we will credit your account. Spec samples are available for around \$50. Please contact factory for additional information.

**SHIPPING:**

FOB varies for each order depending on the factory we use. Orders will ship via UPS or FedEx Ground on our account unless stated otherwise on purchase order. Expedited shipping is available, and may occur if we need to meet a specific deadline. Ask your PG sales representative if you need an estimate or tracking information. C.O.D. Shipments not available.

**FORCE MAJEURE:**

PROFESSIONAL GIFTING, INC. CANNOT BE HELD RESPONSIBLE FOR FAILURE TO FULFILL A DELIVERY COMMITMENT AS A RESULT OF SITUATIONS BEYOND OUR REASONABLE CONTROL. THIS INCLUDES, BUT IS NOT LIMITED TO OCCURRENCES SUCH AS: NATURAL DISASTERS (I.E. HURRICANES, FLOODS), LABOR STRIKES, CONGESTION AT PORTS OF ENTRY, US CUSTOMS / HOMELAND SECURITY HOLDS AND DELAYS, OR FAILURE OF SUBCONTRACTORS TO PERFORM. PROFESSIONAL GIFTING, INC WILL PROVIDE WRITTEN DOCUMENTATION IN SUPPORT OF ANY FORCE MAJEURE OR COMMERCIAL IMPRACTICABILITY CONDITION UPON REQUEST.