



# JUNIPER EMBLEMS LTD.

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## **JUNIPER EMBLEMS LTD – ORDER PROCESS**

- 1) Pricing is submitted to client for approval.
- 2) Client signs quote and submits 50% deposit (100% for new accounts).
- 3) Artwork is prepared for client approval.
- 4) Production begins upon receipt of signed quote, artwork and deposit.
- 5) Manufacturing takes 2-6 weeks from receipt of signed quote and art sketch.

## **\*\*\*\*\* TERMS AND CONDITIONS \*\*\*\*\***

### **OVERAGES AND SHORTAGES:**

\*All orders are subject to "5% to 10% over or under" quantity variance. Your final invoice will reflect the amount shipped.

\*If you require an exact quantity, please specify at time of order

### **ART WORK AND DESIGN:**

\* First 30 minutes of art free, after that the charge is \$50/hour.

\* The factory reserves the right to make minor modifications necessary for production.

\*Artwork produced for presentation is the property of Juniper Emblems.

\*Purchaser assumes liability for patent and copyright infringement.

\*Design Specification sheet will be submitted for approval prior to production.

\*Graphics can be e-mailed in Adobe Illustrator.eps or .ai (version 10.0 or lower). JPEG or PDF format at 4-6 times actual size, if possible, will require further artwork. Corel Draw users save as ".ai" file and convert fonts to outlines, Microsoft Publisher/Word/PowerPoint ARE NOT ACCEPTABLE.

### **COLOR MATCHING:**

\*Specified colors will be matched as closely as possible.

\* Exact PMS matches may be subject to a surcharge.

### **ORDER PLACEMENT AND DELIVERY:**

\*Delivery is approximately 2 to 6 weeks from the date of arrival of your signed quote, signed artwork and deposit

\*RUSH ORDERS can usually be accommodated. We require a credit card and 100% payment up front for rush orders on new accounts. A 20% surcharge may apply on rush orders, depending on manufacturer.

\*Please specify event date at time of order.

### **QUOTATION:**

\*Domestic quotations are valid for 30 days after which prices are subject to change without notice.

\*Offshore quotations are valid for 7 days and may be revoked without notice due to currency fluctuations.

\*A 50% deposit is required on custom manufactured orders to commence production. 100% up front is required for new accounts or until credit terms are established. Please ask for a credit application.

### **SET UP CHARGE:**

\*There will be a set up charge on quantities of less than minimum orders, depending on the manufacturer.

### **TERMS:**

\*Terms are Net 15 days from date of shipment.

### **SHIPPING:**

\*All orders will be sent courier and shipping charges added onto the invoice, unless requested otherwise.

### **OVERDUE ACCOUNTS:**

\*Payment policy is net 15 days. No order will be processed if an account is past due 60 days. Accounts that exceed 90 days will be closed and require 100% up front for next order.

### **RETURNS:**

\*In the event that you are not 100% satisfied with your order for whatever reason, we will do everything in our power to try and keep you happy. When you receive your order, please go through it carefully. Inspect the box, count the items and cross reference with your order before giving the product away. You have 3 business days to inform us of errors, omissions or quality defects. If there is a typo or error that was approved on your art proof, it is your responsibility. Our manufactures require that quality and imprint issues be brought to their attention as soon as possible. They usually ask that you return the order in its entirety for quality control review and possible replacement. This may include replacing the order free of charge or offering a credit on future orders. We evaluate returns on a case by case basis.