

GENERAL INFORMATION

All purchase orders are acknowledged within 24-48 hours.

Shelf Life: Baked goods including Cookies and Brownies: 2 weeks; Chocolate 4 -6 weeks; Nuts & Trail Mixes: 4 -5 months.

Virtual Samples: provided at no charge, normally within 24 hours

Digital Proofs: provided at no additional charge

Spec Samples: We highly recommend spec samples. All Spec samples are EQP LESS 10%, no setup fee or run charge. Simply pay for the product and provide your shipper number.

Cancellation Policy: 45 days prior to ship date: \$100 plus the cost of labor/materials used/ordered to date. Cancellations received less than 45 days prior to ship date will be charged a fee equaling a percentage of the total order (minimum \$100) plus labor/materials used/ordered to date. 30-44 days prior to ship date, 15%; 21-29 days prior to ship date, 25%; 14-20 days prior to ship date, 50%; Less than 14 days prior to ship date, 75%.
All prices are subject to change without notice.

PRODUCTION INFORMATION

Normal production time after receipt of complete order and artwork approval is 2 – 5 business days. Production times will vary based on quantity, product, and production schedule. Please allow additional time for orders shipping in November/December. 24 hour turn around available on many products with no rush charge. Contact Customer Service for details.

Your complete order must include: purchase order, approved artwork, shipping instructions, enclosure cards, and mailing list in Excel format.

Production times will vary based on quantity and production schedule.

Changes: Any change to an order that is in production may result in additional charges and delayed shipment.

Substitutions: Factory reserves the right to substitute similar items of equal or greater value to guarantee shipment deadlines.

ARTWORK & IMPRINTING

Custom Imprinting on canister lids is a four color process direct imprint

to the lid. Imprinting not included in canister pricing.

Setup per Design: \$50

Running Charge per Lid: \$3.00

Variable Imprinting: No additional setup for same design. Minimum 12 per variable.

Add \$1.00 per lid in addition to running charge above.

Personalized Imprinting: No additional setup for same design. Minimum 1 per personalization.

Add \$2.00 per lid in addition to running charge above.

Artwork Requirements: Electronic artwork must be sent in .pdf, .eps, .ai, or jpg.format. High Resolution (300 dpi or greater). Artwork will be sized to maximum imprint area unless otherwise specified. Factory will store artwork for two years

Repeat Orders: If there are no changes to previous art, Set Up Fees are waived. ART MUST BE EXACTLY AS PRINTED PREVIOUSLY. Date changes, size changes, color changes, etc. will be charged a new Set Up Fee.

Trademark Usage: All copy and materials submitted by the customer for use by CEShoppes will be accepted as being submitted in full compliance with all applicable laws regarding trademark, service mark, copyright, right of privacy, patent or similar protection. CEShoppes hereby disclaims any and all liability for compliance with such laws in the use of customer's copy or other material. The customer hereby agrees to hold CEShoppes harmless to any damages, cost, and/or expenses as they arise as consequence of the use of said material.

Damage Claims: Any claims for damages, replacement or refund must be presented in writing within 10 days of shipment. No merchandise may be returned without authorization from the factory.

GIFT CARDS

A complimentary Stock Gift Card with stock message is included with each tin or tower. No additional charge for a hand-signed Name or Company Name under the stock message.

Custom Cards: Four color process custom card: \$1.25. No additional charge for a hand-signed Name or Company Name under custom message.

Additional Services

Additional hand written copy or personalization: \$1.00 per card

Matching Cards to Label: \$.50

Cards in envelopes: \$.75 per envelope, plus \$.50 if personalization on each envelope is required

Folding and/or inserting customer supplied cards into customer supplied envelopes: \$.75 per Card.

SHIPPING & PACKAGING – F.O.B. Georgia

Not responsible for delayed shipments when given to carrier on time. MOST CARRIERS DO NOT GUARANTEE TRANSIT TIME DURING THE MONTH OF DECEMBER.

Preferred Carriers: Federal Express, USPS, and UPS. Shipments to P.O. BOXES and Canada will be shipped Priority Mail.

Individual Drop Shipments including Mailer: For your convenience, gifts can be shipped individually to recipients. The charges below are in addition to shipping charges.

Per Petite, Small, Regular, Rectangle Tin, Single Bag Box, Pail, LUX Box, Ballot box, Tubes, Decorative Boxes, Treat Cubes, \$2.50 plus freight. Per Large tin, Tower, Bucket, Double Bag, Triple Bag, or Gold Decorative Box, \$3.00 plus freight.

Bulk Shipments: \$3.00 per shipping carton plus freight.

Split Shipments: (Multiple Ship Dates) \$10.00 per ship date

Foreign Shipments-Fed Ex., UPS, USPS per carton: \$25.00

Mailer Boxes: \$1.25 per Petite, Small, Regular, Rectangle Tin, Single Bag, Pail, and other small gifts.

\$1.80 per Large Tin, Bucket, Double Bag, Triple Bag, and other larger gifts.

Cold Packaging: Chocolate products will require cold packaging in warm weather (April – October or when temperatures are above 80 degrees). We strongly recommend an overnight or one day ground ship method when temperatures are above 90; and 1-2 day ship method when temperatures are above 80. The charge for this special packaging

is \$15.00 per carton plus shipping. We offer many products that ship well year-round and do not require cold packaging.

Address Lists: Must be provided in Excel format as shown below: Name / Company Name / Street Address / Apartment or Suite / City / State / Zip

Additional charge for retyping or reformatting lists: \$.50 per name.

Address Corrections: These charges normally occur after the order has shipped, and may be a separate invoice. \$13.00 per address correction will be billed as invoiced to factory from Fed Ex or UPS.

Drop Ship Lists must be provided 5 BUSINESS DAYS PRIOR to shipping.

P.O. Boxes will be USPS Priority Mail with applicable charges (no 3rd party available with USPS). Factory is not responsible for shipments lost, delayed or returned because of incomplete or incorrect address. The purchaser should promptly file all claims for damage, delay or loss due to shipping with the carrier at time of delivery

