



MAXX GLOBAL CONCEPTS

TERMS & CONDITIONS

MINIMUM QUANTITIES:

Minimum order is the quantity listed for each style. We do not accept orders for quantities below the minimum quantity specified for each product.

VERBAL (TELEPHONE) ORDERS:

Must be confirmed in writing and marked "Confirming Order - DO NOT DUPLICATE."

PAYMENT TERMS:

Net 15 days from date of invoice to customers with approved credit accounts. Credit Card Payments accepted. (Amex, Visa, MasterCard)

NEW CUSTOMERS:

A satisfactory Dun & Bradstreet rating is required to establish an open account. Please include your VISA or MASTERCARD credit card number if paying otherwise.

SALES TAX:

Canadian orders add state tax or supply resale certificate or signed tax exemption certificate.

PRICE:

Subject to change without notice. All orders will be shipped at current prices.

OVER & UNDER RUNS:

We reserve the right to ship and bill 10% over or 10% under on any order. If an absolute quantity is required a surcharge of 10% will be added.

SHIPPING:

All orders shipped F.O.B. factory or warehouse by UPS or FedEx where possible. Freight charges will be prepaid and added to your invoice. We cannot assume responsibility for delays in transit.

DELIVERY:

Please allow 12-15 weeks upon receipt of order for delivery of custom or imprinted merchandise.

RUSH SERVICE:

When available may necessitate extra charges.

CLAIMS AND ADJUSTMENTS:

If your shipment is damaged please notify the delivering carrier. Damaged merchandise should not be returned to Maxx Global Concepts. Direct all correspondence to our Customer Service Department. (800) 373-2699

ARTWORK INFORMATION:

There are no art charges if customer furnishes camera ready, color separated art or positives.

Letterheads or business cards are NOT acceptable camera ready art.

If desired Maxx Global Concepts will provide the artwork at cost depending on the complexity.

ART CHARGES WILL BE INCURRED FOR SETTING UP TYPE OF ANY STYLE.
Please indicate colors, position of type, typestyle, and desired punctuation.

Please package artwork between sheets of cardboard when shipping. **DO NOT BEND OR STAPLE.** Indicate the item number for which each piece of artwork is intended.

RETURN POLICY

As all of our products are custom imprinted, we cannot accept returns unless there is a product defect or misprint (different than the imprint you requested). In such cases, a refund or replacement of the product would be authorized upon return of the defective product. We make every effort to be sure you are happy with the layout for printing before any work is done. A free Virtual Digital Proof will be provided with every order to ensure accuracy. We work hard to keep our reputation of providing quality products and exceptional service, so your satisfaction is our priority. If a replacement is necessary, customers should contact us by phone or email to describe the problem and we'll make every effort to correct it. Please do not return products without a return authorization, as they cannot be accepted.