

TERMS OF SALE

MINIMUM ORDER

- Our minimum order is \$25.00. A \$5.00 service charge will apply to every order under \$25.00.

PRICES

- Please call for quotation on all items found in this catalog.

PAYMENT TERMS

- Credit Cards: Visa, Master Card, and Discover are accepted
- C.O.D.: Is acceptable on stock items only
- Net 30: Available to repeat customers who have filled out a credit application which has been approved by CPC. Government agencies qualify for Net 30 automatically by providing a purchase order number.
- 50% Deposit: All custom work and non-standard signs require a 50% deposit or credit card number, unless the customer has a previously established account with us.

SHIPPING

- F.O.B. Origin: All items are F.O.B. origin unless noted in CPC literature or quoted in writing.
- Method: CPC will ship UPS Ground whenever possible. We can ship UPS Red or Blue upon customer request and expense. Heavy and oversize shipments will be sent by motor freight. We will attempt to notify the customer of oversize items either through the catalog or by a customer service representative.
- Receiving/Inspection: Upon delivery, check merchandise for quantity and carrier damage. Notify Custom Products immediately of any problems. Any damages or shortages must be noted on carrier delivery receipt. Pictures must be taken and CPC's shipment inspection should be filled out. Contact your sales representative for the shipment inspection form. If there is damage found after delivery, contact the carrier and request an inspection report. Claims for damaged goods must be filed with the carrier. CPC is not responsible for such claims. Claims for lost items will be resolved by scale tickets printed at the CPC dock site. If the printed tickets show that the proper weight of items left the CPC docks, then a claim must be filed with the carrier. If the tickets show that the proper weight of items did not leave the CPC docks then the claim will be filed with CPC.
- Split Shipments: For orders with multiple items, we can ship items in stock and back order. You may be asked when ordering if this is acceptable. Orders that require completion by multiple divisions of CPC, especially the Custom Graphics Division, will be separated at the point of order entry and shipped separately upon completion of each division.
- Product Care and Handling: Additional policies regarding the proper handling of merchandise may be included with shipment or found on our web site www.cpcsigns.com.

RETURN GOODS

- Restocking Fee: 15% on all stock items. Non-stock items are not returnable.
- Return Order Number: All returns must have a return order number to be accepted at the receiving dock. Please call for this number before returning goods to CPC. On any orders returned due to a CPC error, we will mail you a call tag or arrange for a pickup at our expense. On any orders returned due to a customer error, the customer will be responsible for the freight and pickup arrangements. Return order numbers will expire 30 days after issuance, so do not delay in returning products to CPC. After the 30th day no credits will be issued on return order numbers. All materials must be returned to CPC in the same manner you received them. (Properly slip sheeted and packed)
- Credits: Credits will be issued after we have received the shipment, verified quantity, and inspected the material for damage.

NON-STOCK ORDERS

- Orders for non-stock items must be submitted in writing to eliminate potential errors.

CANCELLATION

- There is no charge for canceling the order before the artwork is started or raw materials have been ordered. There is a \$50.00 art charge if a custom graphics order or non-standard traffic sign order must be cancelled once the artwork has been started. An order can not be cancelled once production has begun or raw materials have been ordered.

LEAD TIMES/EXPEDITE FEES

- We can give you a current average lead time based on historical information at the time you place an order; however, this is an estimate and not a guarantee. CPC will only guarantee lead times on orders which include an expedite fee. Lead times are expressed in weeks or days to ship from our dock. Expedite fees vary depending on current workload, complexity of the job, etc. and will be entered as a separate item on the order.

NOTES

- Additional information for most of our product lines is available on our web site in the "Downloads" section.

