

Falco Vinyl Products – Terms

Items: Our items may vary from order to order with the exception of quality. They all use the finest quality vinyl and printing methods to date. We specialize in creating a unique promotional and/or packaging product designed to precisely fit your needs. Please remember perfection takes time (in most cases ten business days).

Quotes: For all custom items, please provide a detailed drawing (include all measurements) or a sample of the item you intend to create. Better yet provide us with the purpose and we can help you come up with a suitable product. Quotes will be provided by fax, e-mail or verbally and are FOB our factory in Mississauga. All of our quotes are valid for 60 days from date on fax, e-mail, or phone call. Any applicable taxes and shipping is extra. Some special promotions may include shipping.

Samples: On some stock items samples may be provided to clients on request. On other non-stock or custom items, swatches and/or similar items may be substituted at Falco discretion.

Orders: Orders may be received by fax, e-mail or verbal (requires P.O. number).

Repeat Orders : To ensure correct delivery of items when repeating orders, please provide your previous Falco Invoice Number. A price change of up to 2.5% per annum may automatically be applied to your order. Please call to verify if this is applicable to your order.

Minimum Order Charges: With the exception of some stock items Falco reserves the right to charge a minimum of \$100.00 even if items have less value than \$100.00.

Delivery Time: Delivery time is normally 10 business days from receipt of approved artwork and/or sample. For whatever reason if this cannot be managed by Falco it will be made clear before order approval.

Part Shipments: Part shipments are possible and in some cases encouraged.

Rush Orders: Rush orders will be charged a premium of 35% if accepted.

Artwork: All imprinting (whichever method chosen) will require the client to supply camera ready black and white artwork. This means 100% black and 100% white (no halftones). If this is not possible or not available, Falco will modify existing artwork for the client. Charges for "Graphic Design" are \$50.00 maximum. Falco will have client approve any changes in writing. Samples on a vinyl sample can be supplied to client for a cost of \$25.00 plus plate charges. Exact amounts will be given at time of review of artwork. Printing locations must be provided to Falco. As a result of our VAST experience Falco may occasionally deny certain artwork if we know it will not come out clear with excellent coverage when printed on vinyl. In this rare case, Falco will recommend a more suitable and usually more cost effective way to proceed.

Plate Charges: If required, plate charges are a minimum of \$25.00 and are one-time charges (forever, with no stocking fee). Exact amount will be given when quoting your order. Any changes to print on future orders will result in new plate charges. If client is to deliver plate (at their expense) there may be a handling charge of \$25.00 and Falco is not responsible for the print quality.

Tooling Charges: If required, tooling charges are a minimum of \$50.00 and are one-time charges (forever, with no stocking fee). Exact amount will be given when quoting your order. Any changes to item on future orders may result in new tooling charges. If client is to deliver tools (at their expense) there may be a handling charge of \$25.00 and Falco is not responsible for the item quality.

Over/Underrun: Unless otherwise mentioned at the time of ordering all orders may be delivered with up to 10% overrun and charged accordingly. There will be no underruns.

Payment Terms: For established clients "Net 30" days terms are allowed. Deposit of 35% is required for all new clients with balance due on delivery (COD). All such orders will need to have their cheques clear before commencing orders. Payment can be made by Cheque (Personal or Business) or Cash only. For foreign clients international money order is also acceptable.

Cancelled orders: Cancelled orders will be invoiced for work completed up until the point of cancellation. This will include all plate, tooling, material and labour charges.

Special Programs: Falco has special programs designed to fit your company's requirements. We can keep stock and deliver items at your request (usually as quickly as a week) or manufacture at your request. This is usually beneficial when ordering extremely large quantities or complicated items. Please contact your representative for more info.

Self Promotion: On certain items "Self Promotion" will result in a lower cost to you. Usually between 2.5% – 5%. "Manufactured by www.falco.ca" will be hot stamped in an inconspicuous place on your item.

Assorted Materials: Falco can supply assorted colours of vinyl or print at a discount. If this appeals to you contact Falco for rates.

Storage: It is advised that our products are not to be stored near extreme temperatures. Cold cracking or wrinkling of vinyl may occur if improperly stored. This is also recommended during shipping in colder or hotter months of the year. Please contact Falco for more information in this regard.