

General Ordering Info

General Ordering Information

Co-op Programs

We provide certain price incentives for items included on distributor or end-user web sites, company stores and/or catalogs. Each purchase order must specify co-op quote number when submitted. Coupons or special discounts do not apply to co-op orders. **Call factory to establish co-op programs.**

C.O.D Orders.

We will not ship any orders COD.

Damage Claims

Any damages or count discrepancies must be reported within 48 hours of order receipt or claim will not be honored. Report to the factory if shipped under the factory's shipping account number or to the carrier if shipped under the distributor's or end-user's account number.

Errors

We are not responsible for errors resulting from mistakes in customer-supplied artwork or copy or for errors in approved proofs.

Less Than Minimum Orders

All below-minimum orders are subject to approval by the factory and are subject to a higher piece price. Call factory for below-minimum pricing. **An upcharge of 10% or \$25.00 (Z) is required on all less than minimum orders.**

Liability/Warranty

Sellers liability is limited to credit or replacement of a shipment and shall in no case exceed the amount charged for goods. No warranties are expressed or implied by seller concerning the marketability or suitability of its products for any specific use or purpose other than as described on the product or in this catalog.

Overruns/Under-runs

Unless otherwise specified in advance on your P.O., we reserve the right to overship or undership by up to 5%, and bill accordingly. Exact quantities, subject to \$50.00 (Z) surcharge. Exact quantities may not be available on custom orders.

Pricing

Published catalog prices are subject to change at any time without prior notice, except for confirmed orders and custom quotations. Please call or email in advance to confirm pricing for your order. We are not liable for pricing in other publications, websites or other sources that may be different than our pricing at the time an order is received in our office. Pricing in this catalog supersedes any previous catalogs, effective January 1, 2019.

www.customchocolate.net

Phone Orders

All phone orders must be confirmed by mail, fax or email.

Production Time

Normal production time for most Individual items at catalog quantities is 7-10 business days. Custom logo-embossed pieces require an additional 3 weeks to make the custom molds. Gift boxes and baskets and product kits may require additional production time. Call factory for details. Production time begins after receipt of written P.O., down payment (if applicable) and final proof approval.

Purchase Orders

Faxed and emailed orders are accepted as original orders. Written order confirmations should be labeled "Confirmation Only" to avoid duplication of orders. All phone orders must be confirmed by mail, fax or email. All purchase orders must be accompanied with logo artwork and must have a complete ship to address. Please send all shipping instructions with purchase order.

All P.O.'s are considered firm upon receipt by mail, fax or email.

The customer is responsible for all material and labor costs incurred prior to any cancellation and will be invoiced accordingly. All cancellations must be made in writing.

Repeat Orders

Exact repeat orders on same product(s) with no changes in artwork will not incur any new set up charges. Please reference the previous P.O. # on repeat orders. Existing artwork applied to new products will incur normal set up charges. Artwork altered in any way is subject to a copy change charge of \$30.00 (V).

Returns

Custom imprinted products cannot be returned without factory authorization. Returned product may be subject to reworking and restocking charges.

Right to Promotion

Unless expressly prohibited in writing by the distributor or end-user, we reserve the right to use any item we produce for display and promotion, including placement in our electronic and print marketing materials.

Rush Orders

Rush orders are handled on a case-by-case basis, subject to factory approval. Rush charges normally apply to cover premium freight and labor costs associated with rush jobs.

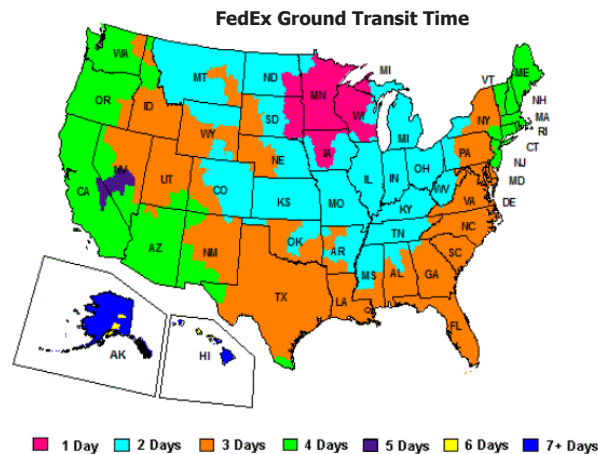
Random and Spec Samples

Because we make all samples to order, there is a \$5.00 (Z) or EQP Net charge, whichever is greater, for all product samples. Please provide a shipping account number to cover shipping costs. Spec samples are available upon request. Normal setup charges per product will apply.

Shipping

All items are bulk packed unless specified otherwise by the customer. All orders are normally shipped FedEx ground unless otherwise specified. **Additional fees will be charged for special pack-out or handling, or a change in shipping instructions after the order is in production or is completed.** Multiple changes to a purchase order may result in multiple charges.

Third Party Shipping



We are happy to ship under third party accounts. A \$5.00 (Z) fee per shipment applies.

Split/Drop Shipments

A \$10.00 (Z) charge will be added for each additional shipping destination, plus all applicable freight and handling costs.

Trademark Notice

Artwork, designs and trademarks imprinted on products displayed herein are reproduced only as examples of the products available. They do not represent an endorsement of the products by the owners of the artwork, designs or artwork. Factory assumes no responsibility for determining responsibility for trademark ownership on custom imprinted products.

Unimprinted or Blank Products

There is generally a small piece price discount for unimprinted products. There is no set-up charge for blank or stock unimprinted products.