

**CREDITS AND CLAIMS:** Claims for returns or credits must be made within 15 days of receipt of product. Authorization must be obtained prior to any return. Marck & Associates cannot be held responsible for charges above the cost of goods and freight. Customer mistakes may be returned, if purchased from stock, after approval and at their expense. There will be a 15% restocking charge applied to these returns. We will accept only unopened, unmarked cartons. There are no returns on "special order" items. "Special orders" are non-inventory items or inventory items that are purchased at levels higher than normal stock levels.

**DAMAGED WARE:** Our products are fragile and some breakage should be expected during shipping. Claims for excessive breakage must be filed with the carrier.

**EFFECTIVE DATES:** The effective dates of price sheets are printed in the lower right hand corner. These dates supersede all prior price sheets. Prices are subject to change without prior notice.

**MEASUREMENTS:** All capacities, measurements, and weights are approximations. They are intended to be used for reference purposes only.

**PRICING:** All prices listed are **cost per piece** and are F.O.B. Toledo, Ohio. They do not include shipping and handling charges. Additional Discounts are available for direct overseas shipments. Tiering of discounts is not allowed.

**"Ceramics", "Stainless Steel", "Arc International", "Sublimation" "Marck Glass", "Plastic"** : Quantity breaks are based on total number of cases purchased. You may use any combination of product from these four price sheets to reach quantity breaks. Back orders must remain open to qualify for discounts.

**"Arc International"**: The "Pallet" or "250cs +" prices also applies to that item when you purchased more than one full pallet of any individual ARC item.

**"Awards"**: "Single" price applies to any quantity purchased other than the "Pack" and "Case" quantities for each item. "Pack" and "Case" prices apply when each item is purchased in increments of pack or case quantities.

**"Cartons"**: Quantity purchased of each item must be in increments equal to the "Minimum Quantity".

**SAMPLES:** Free samples are provided for our customers for photo shoots and to generate sales. Requests for excessive samples will not be honored. Marck & Associates reserves the right to define excessive. We will not send samples of product that you have purchased in the past.

**SHIPMENTS:** Shipments are made F.O.B. warehouse; Toledo, Ohio. Title transfers at this point. Responsibility for delivery and safe cartage rests exclusively with the carrier. Claims for adjustments, breakage and delays in transit must be filed with the carrier. Shipments will be made with the lowest cost and most efficient carrier. If customer specifies a different carrier they must make arrangements with that carrier. The customer's carrier must make arrangements with Marck & Associates at least 24 hours prior to pick-up. Due to excessive breakage U.P.S. shipments are not recommended, nor can breakage claims be honored by us.

**SHIPPING CHARGES:** Shipping charges will be prepaid and added to your invoice, unless otherwise stated by the customer. Shipments sent by common carrier will be shrink wrapped and palletized. There will be a \$6.00 handling charge added for each pallet. Glass shipments sent via U.P.S. must be over packed. There will be a \$2.50 handling charge added for each master carton used.

**TERMS:** All first time orders require payment in advance and can be made by check, or Credit Card (Visa, MC, or Amex). For check payments made prior to shipping, a 2 1/2% discount will apply to all Imported Goods. After ordering \$1,000 of product and upon credit approval, our warehouse terms are Net 30 days upon shipping. A 1.5% per month 18% annually finance charge will be applied on all past due amounts. Customers with credit terms making payments by credit card will be assessed a 3% pass through charge to cover credit discount fees.

**EFFECTIVE DATE JANUARY 1, 2014 SUBJECT TO CHANGE WITHOUT NOTICE**