

# TERMS & CONDITIONS

Email directly to  
[orders@dezinecorp.com](mailto:orders@dezinecorp.com)  
Purchase Order  
Vector Artwork  
Location  
Imprint Colours or PMS References

Effective March 1<sup>st</sup> 2024.

Orders accepted only from qualified Promotional Product Distributors, are subject to credit review and are not binding until confirmed by DezineCorp in writing. The Distributor is responsible for the accuracy of each order, full payment, and all rights to use the artwork submitted. Please check all details carefully. Changes after your initial approval may result in delays and additional charges.

**Artwork Requirements:** Vector based files allowing colour separation is required. Type must be converted to lines and curves. Adobe Illustrator CS3/5/6 or CC, Corel Draw 13/14/15 or EPS files preferred. Bitmap or raster (Photoshop) files will not be accepted. Drinkware and spot colour AdBlock paper cubes are screened at 55 dpi. Imprints are always registered for visual alignment against one axis (flat surface). Due to the crafted nature of many of our products, imprints may sometimes appear to be crooked when compared to two or more axis on a product with a curved surface.

**Artwork Re-Creation Charge:** Minimum \$95(g) - will be quoted to convert non-vector artwork.

**Artwork Changes after Paper Proof Issued:** \$50(g) per change.

**PMS References:** The Pantone Matching System (PMS) is used in the Printing and Graphic industries as a tool for colour reference. We caution our Distributors that it is not possible to achieve exact PMS colour matches with drinkware inks due to the organic nature of the ink. We will strive to come as close as possible to your PMS coated colour requests however we will not guarantee a colour match. If you have any concerns we recommend a Pre-Production Sample.

**Pricing:** Refer to product description for further details. Most products include a single decoration. **Refer to our website at [www.dezinecorp.com](http://www.dezinecorp.com) for current pricing.** Prices are subject to change without notice. In case of a discrepancy, website pricing will prevail. All prices are in \$CDN and FOB Mississauga Ontario. Taxes and shipping charges are extra.

**Standard Service:** 5-7 business days – applies to orders for single colours, website quantities, production-ready artwork and credit approval. Service days are Monday to Friday excluding holidays.

**Blank Non-Decorated Product:** Available on certain products (ceramics and many glassware products are excluded, refer to individual product descriptions for additional details). Orders must be in case lot quantities where listed. Blank Non-Decorated Product is final sale only and is non-returnable. Minimum Order Charge \$375(g) applies.

**Change of Ink Colour:** \$75(g) per change. Minimum per change is half the catalogue minimum order quantity.

**Digital Images:** The display of colours in digital images, including virtuals and paper proofs, may vary dramatically depending on monitor display settings. DezineCorp cannot guarantee colour matches to digital images. Distributors may want to consider Pre-Production Samples for the best representation of the final decorated product.

**Digital CMYK Decorated Products:** The nature of CMYK decoration processes (including sublimation and digital printing) may result in slight variations in colour tone between individual pieces, and from the original artwork provided. We will strive to come as close to your original artwork as possible however we will not guarantee a colour match to your CMYK digital artwork.

**Exact Quantity Charge:** \$125(g)  
Applicable where an order with exact quantities is requested.

**High Fire Charge:** \$1.75(g) per piece. Certain glass and ceramic products may be high-fired to improve durability of the imprinted decoration. Subject to specific scheduled production dates. Not applicable to restaurant grade or vitrified ceramics. Please speak to your Account Rep about the colour palette available.

**Insertion / Special Packaging:** A charge of \$1.25(g) per piece will apply. Includes insertion of Distributor provided labels or inserts, and all Special Packaging instructions such as mixed logo sets.

**Inventory:** Occasionally demand may exceed available supply. In these situations your Account Representative will inform you of the approximate availability date and where possible will suggest an alternate product.

**Less than Minimum Quantity:** \$75(g) applies; absolute minimum is half the catalogue minimum order quantity.

**Measurements:** All measurements including dimensions, capacity, weight, decoration areas, and paper proof templates are approximations. Measurements are intended for reference purposes only.

**Non-Case Lot Quantity Charge:** \$75(g) Applicable on any order requested outside of case lot requirements. All product should be ordered in full case lots by style, colour, and decoration.

**Order Cancellation:** Once DezineCorp issues an Order Acknowledgment/Confirmation, the order may not be cancelled without approval. Distributors will be invoiced \$375(g) plus a restocking fee of up to 50% of the order. Requests must be received in writing.

**Over/Under Runs:** We reserve the right to ship and invoice a 5% variance in final shipped quantities, plus or minus. Every effort is made to ship the exact quantities ordered. Due to the nature of our products and our stringent quality review process, at times we may incur over/under runs.

**Precious Metal Ink Charge:** \$2.00(g) per location to max of one sq inch. For use on certain ceramic drinkware products only. Includes high firing. Available Inks: Metallic Gold / Metallic Silver / Microwave Safe Gold. Due to volatility in the market, prices subject to change without notice.

**Pre-Production Samples:** Available for screen printed items at \$100(g) per colour/imprint plus product cost. All others quoted specifically. A pre-production sample will be at no charge for confirmed orders over \$5,000 before freight and taxes.

**Protective Packaging Charge (PPK):** \$15(g) per carton. To avoid breakage ceramics, glass, crystal and Stanley® products must be purchased in case lot quantities as indicated in the product details. Complimentary PPK is provided on certain premium products as indicated in the product descriptions. If the use of PPK is declined it is understood that DezineCorp will not be held responsible for breakage claims. The minimum order required to replace breakage is 36 units.

**Rush Charges:** \$90(g) - available on a case by case basis only. Applies for delivery faster than standard service.

**Samples:** Available exclusively for Distributor use in reasonable quantities.

- **Non-Billable Samples:**  
Some Random Imprinted samples may be provided at no charge for a single piece. Samples are final sale only and non-returnable.
- **Billable Samples:**  
Random Imprinted Samples priced at EQP less 25% in quantities of 1-3 pieces, if available. Samples are final sale only and non-returnable.
- Sample requests should include freight carrier name, account number and account holder's name. If this information is not provided, a minimum charge of \$40(g) will apply for shipping and handling.
- Distributors are fully responsible for all shipping expenses.

**Spec Samples:** Available for screen printed items at \$100(g) per colour/imprint plus product cost. All others quoted specifically.

**Self-Promotion:** Available on most regularly priced products at a rate of EQP less 10%. Order must be decorated with the Distributors' logo only. Minimums apply and drinkware must be ordered in case lot quantities.

**Shipping:**

Every effort is made to ship each order as per the Shipping Date indicated on the Order Acknowledgment. Unless otherwise requested orders will be shipped via Bestway – the most economical method using our Preferred Carriers based on your delivery requirements – and FOB Mississauga.

**Collect / Third Party / Pickup Arrangements:**

A Shipping/Handling charge of \$20(g) per order will be required to prepare your shipment for Collect, Third Party Collect, and Pickup shipping arrangements.

DezineCorp is not responsible for any claims when orders are shipped using the Distributors' or the End-Customers' freight account and carrier. You must provide the legal name and business address of the owner of any freight account provided. All chargebacks to DezineCorp from the carrier will be invoiced to Distributor, regardless of the actual account owner, along with a handling charge of \$80(g).

A minimum of 24 hours is required to arrange Pickup for any order at our warehouse. Orders will not be released without an approved Pickup Number.

**Freight Quotes:** All pre-quoted freight costs are subject to reconfirmation at the time of shipping. All additional handling charges incurred will be invoiced to the Distributor.

**Drop Ship Charges:**

- Case lot quantities: \$30(g) per location
- Non-Case lot quantities: \$60(g) per location
- Drop shipment labels must be provided.

**International Shipping:** A **limited** number of products are available for sale or shipment to the United States. Please contact your Account Representative **in advance** for further details.

**Shipping Changes:** \$80(g) charge will apply after an order has been staged for shipment.

**Skid Delivery:** \$25(g) charge per pallet.

Delivery by skid/pallet may be arranged and is recommended for fragile items. A loading dock must be available at the ship-to location. Any additional service charges incurred during the delivery will be invoiced to the Distributor including:

- Hand Bomb Charges & Inside Delivery: based on actual time with a minimum charge of \$90(g)
- Redelivery Charge: \$75(g) per attempt
- Residential Pallet Charge: \$125(g)
- Tailgate charges : \$100(g)

Title to the goods passes to the Buyer upon release to the Carrier. Claims for breakage or delays in transit must be filed with the carrier within 7 days of receipt.

DezineCorp assumes no responsibility for delays due to strike or work actions by any carrier, weather, customs processing, or any other circumstances beyond our control.

Please inspect your order upon delivery. Any issues must be brought to the attention of your Account Representative within 7 days.

**Returns:** Returns will not be accepted without a return authorization number (RA#). Returns are subject to pre-approval and requests for credit will not be processed without an RA#. Any credit issued will be recorded to the Distributors' account and may be applied to future orders.

**Terms:** Payment terms determined on a per order basis at the discretion of our Credit Department.

- **Standard:** Prepayment by direct deposit on approval of Order Confirmation. Wire transfers and electronic fund transfers are accepted and preferred. Visa and MasterCard payments are accepted to a max of \$2,500 per order and a 2.4% surcharge will apply.
- **Pre-Approved Credit:** Terms are Net 30 days from the shipping date and payment is accepted by direct payment only. Available within pre-approved credit limits only. Credit Card payments will be accepted prior to Shipping only.
- Deposits will be required where the pre-approved credit limit is exceeded.
- Deposits will be required on all custom product, custom stock replenishment orders and Brand Name product orders.
- NSF cheque payments are subject to a \$60 penalty charge.

**Product Quality:** Minor variances and imperfections may occur in drinkware due to manufacturing processes for ceramics and glass. For instance in ceramics there may be tiny pin holes and slight differences in the glaze. In glassware uneven weight distribution in the base and unevenness in the rim may affect some pieces. In all drinkware there may be a variance of 5 – 7% in the capacity sizing of the product. Leather is a natural material and as a result colour and texture will vary from one lot to the next. Any surface markings, such as shading or scratches, are not defects but part of the characteristics of genuine leather. The above are considered acceptable as per industry standards and are not deemed cause for return.

**Product Care:**

- All drinkware should be hand washed with mild detergent prior to first use
- To reduce fading and ensure longer imprint life it is suggested that harsh abrasives, detergents and commercial dishwashers be avoided

Hand washing with a mild soap is recommended

- DezineCorp does not guarantee colour fastness of imprints
- To extend the life and appearance of acrylic, dishwashing should be avoided
- Insulated tumblers, including drinkware with paper inserts, are not dishwasher or microwave safe.
- Metallic glazes and imprints are not microwave safe.
- Distributors are requested to advise their customers accordingly regarding product care cautions and recommendations.

**Catalogue Images:** Logos shown are used to illustrate imprint capabilities and scale and do not constitute endorsement of any particular product or company. Props are used in catalogue photos for illustrative purposes and are not included with products unless otherwise noted. Refills for writing pads and inserts are available for most business notebooks and may be included in the price as indicated.

**Trademark & Copyright:**

- By submitting your order and artwork, the Distributor acknowledges that the use and display of the artwork/logo does not violate any laws or client restrictions. DezineCorp therefore assumes they are then authorized to use trademarks for reproduction. Distributors hereby agree to defend and hold DezineCorp free from all claims.
- Use of any DezineCorp marketing materials, photographs, product samples and website for purposes other than the promotion and sale of DezineCorp products is not permitted without our consent in writing.
- DezineCorp reserves the right to correct typographic, illustrative or pricing errors in our catalogue by posting corrections on our website at [www.dezinecorp.com](http://www.dezinecorp.com).
- All prices, specifications and terms of sale in this catalogue are subject to change without prior notice.
- No part of this catalogue may be reproduced without the prior written consent of DezineCorp.

**Right to Promote:** DezineCorp reserves the right to use all decorated products in our marketing materials and website unless otherwise specified in writing at the time of order.

**Jurisdiction:** For all transactions regarding purchase orders accepted and orders processed by DezineCorp the laws of the Province of Ontario shall prevail. A **limited** number of products are available for sale or shipment to the United States. Please contact your Account Representative **in advance** for further details.

DECORATION METHOD	PRODUCT PRICE INCLUDES	SETUP CHARGE	REPEAT SETUP CHARGE	IMPRINT / DECORATION CHANGES (Based on website column pricing)				ADDITIONAL INFO
				1 <sup>ST</sup>	2 <sup>ND</sup>	3 <sup>RD</sup>	4 <sup>TH</sup>	
<b>SCREEN / PAD PRINT</b>	One colour, one location	\$90(g) per colour	\$75(g) per colour	\$2.25(c)	\$2.00(c)	\$1.75(c)	\$1.65(c)	<ul style="list-style-type: none"> <li>- Additional colours/locations available on certain products only</li> <li>- High Fire Ink - add \$1.75(g) per piece, except for Restaurant Grade or Vitrified Ceramic products, available on select ceramic and glass products only, refer to product details for more information</li> <li>- Repeats: within 12 months</li> </ul>
<b>GIFT SETS</b> ( screen / pad print )	One colour, imprint, same logo on all pieces of the set	2pc - \$160(g) per colour  3pc - \$170(g) per colour	2pc - \$130(g) per colour  3pc - \$140(g) per colour	\$2.25(c)	\$2.00(c)	\$1.75(c)	\$1.65(c)	<ul style="list-style-type: none"> <li>- Additional colours / locations available on certain products only</li> <li>- Decoration charges apply to each piece in the set</li> <li>- Repeats: within 12 months</li> </ul>
<b>GIFT BOXES</b> ( screen print )		\$90(g) per colour, per location, max 6 sq. in	\$75(g) per colour, per location	\$2.25(c)				<ul style="list-style-type: none"> <li>- Quote will be provided for more than 6 sq inches</li> <li>- Repeats: within 12 months</li> </ul>
<b>DEBOSS</b>	One deboss in one location	\$90(g) per location, max 6 sq. in	\$75(g) per location	\$2.25(c)				<ul style="list-style-type: none"> <li>- Larger Die Charge \$10(g) per additional sq inch</li> <li>- Repeats: within 12 months</li> </ul>
<b>DIGITAL PRINT</b>	One location	\$90(g) per location, max 2"x 2" (inches)	\$75(g) per location	\$4.00(c)				<ul style="list-style-type: none"> <li>- Additional locations available on certain products only</li> <li>- Larger Digital Print Charge \$0.75(g) per additional square inch</li> <li>- Repeats: within 12 months</li> </ul>
<b>ETCHING</b> (crystal, glass, unbranded metals)	One location	\$90(g) per location, max 1.5"x 1.5" (inches)	\$75(g) per location	\$4.00(c)				<ul style="list-style-type: none"> <li>- Offered as an additional decoration on select ceramic, glass, crystal and metal products</li> <li>- May be included in product price, refer to product details for more information</li> <li>- Additional locations available in certain products only</li> <li>- Final etch charges conditional upon artwork review and subject to change</li> <li>- Repeats: within 12 months</li> </ul>
<b>ETCHING</b> (ceramics)				\$4.00(c)				
<b>ETCHING</b> (branded metals)				\$10.00(c)				
<b>ETCH MAX</b> (etch over 1.5"x1.5")*		Add \$4.00(c) per piece to the above * Available Etch Max size varies from piece to piece						
<b>DECALS</b>		\$90(g) per colour	\$75(g) per colour	Min qty 144 pcs	Quote provided upon review of artwork, size, and number of colours required			<ul style="list-style-type: none"> <li>- Minimum qty 144 pieces</li> <li>- Underlay is considered as one colour</li> <li>- Repeats within 12 months of last order, repeat setup offered per colour, price per decal will be quoted specifically, min \$750 order</li> </ul>
<b>SUBLIMATION</b>	One design	\$90(g)	\$75(g)	Refer to product description for details				<ul style="list-style-type: none"> <li>- Offered on select ceramic products only</li> <li>- Hand wash recommended</li> <li>- Repeats: within 12 months</li> </ul>
<b>I-DEZINE STICKER - COOLERS</b>		\$90(g)	\$75(g)	\$10.00(c)				<ul style="list-style-type: none"> <li>- I-Dezine Sticker-Larger Size - \$1.65(c) per additional sq inch</li> <li>- Repeats: within 12 months</li> </ul>