

Ordering and General Information

Order Confirmation: SunScarf International Limited will submit by email, confirmation of all orders received.

Artwork: Set up is included, however is contingent upon fully complete artwork. Artwork must be submitted in PC format electronically as high-resolution (300 DPI or greater) JPG, PDF, TIFF, BMP, Adobe PHOTOSHOP, Illustrator or CORELDRAW files with all fonts converted to outlines. All artwork must be labeled with 1) Distributor's Name, 2) Purchase order number, 3) Signed by contact, printed name and phone number, 4) Format used. Unacceptable or incomplete files received will be billed artwork charges of \$55.00 per hour (G).

Colour Matching: Dye-sublimation utilizes basic colors of Cyan, Magenta, Yellow and Black to produce millions of colour combinations. Therefore, all colors on submitted artwork must be converted accordingly. The greatest accuracy of color matching requires sublimating on white fabric. Sublimating on darker fabrics will produce mixed-colour combinations. To enhance visibility and contrast of your logo on a colored CooLoop, ink must be darker than the fabric. We will make every effort to duplicate colors; however, colors sublimated on fabric may deviate slightly from those printed on paper. An exact colour match is not guaranteed.

Fabric Colors: Standard fabric colors available include Royal Blue, Canary Yellow, Lime Green, Hot Pink, Turquoise, Orange, Sage Green, Silver, Light Pink, Light Yellow and White. Hundreds of fabric colors are available however are subject to minimum production quantities of 10,000 units. Please call for pricing. Exact color matching is not guaranteed.

Full Color Digital Prints: Standard Imprint areas are: **CooLoop:** is 1.5" x 3", dye sublimated single location; **Solar Hybrid e.Fan:** 1 1/8" x 2 1/4", Eco-solvent ink single location; **USB Hybrid e.Fan:** 2" x 3", dye sublimated single location; **All others:** Please call for details. Available for a small up charge are multiple imprint locations and custom gift boxes. SunScarf will its best to place images accurately on our products, however, due to the nature of hand-placement of sublimated images, exact locations may vary. These slight variations are deemed to be normal and NOT defects as they do not effect the underlying message nor the effectiveness of our products.

Full Cover Sublimation: Full cover sublimation is available FREE of charge on the CooLoop for large production runs. Add 6 weeks lead time to all orders. Please contact us for details.

Full Cover Embossing: Full cover embossing is available FREE of charge on the CooLoop for large production runs. Add 6 weeks lead time to all orders. Please contact us for details.

Samples: In-house manufactured samples are free of charge; others are billed at EQP and credited with an order. All sample orders must be submitted via email with all distributor contact information, P.O. number etc.. Spec samples are invoiced at EQP plus applicable courier charges unless a UPS shipper number has been included. Lead time for sample production may vary between 2 - 3 days. A charge of \$40.00 (E) will be added to sample charges on orders valued at less than \$500.00 (excluding freight and taxes).

Lead-time / Backorders: In-stock items that are not imprinted will be shipped within 24 hours. Imprinted goods may require between 2 to 10 working days to complete upon proof/sample approval. If stock is not available at the time of receiving your order, a backorder will be generated automatically and appropriate notice given accordingly. These terms will be deemed accepted by the customer unless communicated to us via email to orders@sunscarf.com within 24 hours. Customers will be notified by email of back orders and approximate shipping date - orders are usually shipped within 2 - 5 working days after receiving stock. Please add 24 hours lead time for drop ship orders.

Shipping: F.O.B. our factory in Toronto. All deliveries are shipped via UPS ground unless otherwise specified on the purchase order. Quoted shipping costs are estimates and may be subject to adjustments based on actual shipping costs. Product is shipped exclusive of all duties and taxes on destinations outside of Canada. SunScarf International is not responsible for carrier delays or damage during transportation. It is the customer's responsibility to inspect any shipments for damage or shortages before assuming full responsibility by signing for any parcels received.

Split Shipments: There is no additional charge for split shipments with a minimum of 100 pieces per location; printed labels must be supplied for split shipments of five or more locations or additional fees may be charged.

Packaging: The Hybrid e.Fan ships boxed with instructions. The CooLoop, HotLoop & HotMates ship BULK packaged. Individual bagging is available with printed instructions for a nominal fee. Clamshell, & Retail P.O.P. packaging is available: Color and Customized inserts are available for an additional charge. Please call for pricing.

Over- runs / Under- runs: SunScarf will do its best to ship exact quantities. However, we reserve the right to over or under ship by 2% and bill accordingly. All orders must be received in writing with a purchase order number, all contact information of the person issuing the order, and their title.

Pricing: All prices include single location imprint and setup charges. Additional imprints and set-ups are available on request for a nominal fee. Please contact your distributor for current pricing. Prices exclude all taxes and freight and are subject to change without notice. Distributors are free to offer lower prices.

Terms: Net 30 days on established accounts. To avoid delays in order processing, **Distributors are asked to contact SunScarf International to pre-register for credit terms.** Samples, first, custom and large orders require a cash or deposit. Payments not received by the invoice due date are subject to a 2% per month finance charge. For your convenience, payments can be made with VISA and MasterCard via PayPal.

Errors / Omissions: Prices are subject to change without notice. We reserve the right to discontinue any item without notice. SunScarf International is not liable for any typographical errors and/or omissions in this and any other advertising materials. **Distributors are asked to contact SunScarf International to register your company** or credit card charge of \$40.00 (E) will be added to sample charges all Large runs or items requiring special material will require longer production time.

Warranty: SunScarf International conditionally warrants all of our goods for product fitness. Defective goods will be repaired or replaced free of charge at SunScarf's option and expense. Upon inspection, returned goods that have been damaged due to abuse will be repaired or replaced and all associated costs, including but not limited to shipping, handling and repairs are accepted by the client will be billed by SunScarf accordingly.

Cancellations / Returns: All orders are considered firm should no response to SunScarf's order confirmation be received within 24 hours from the time of sending. Cancellations must be made in writing and emailed to orders@sunscarf.com. Customers are responsible for all work completed at the time of cancellation and agree to accept all charges accordingly. No returns will be accepted without pre-authorization. A Return Authorization Number must first be obtained from our customer service department and mark all parcels with this number. Imprinted items cannot be refunded. Resalable goods may be returned within 30 days of original shipment date. Merchandise acceptable for return must be received in the same condition it was shipped and in its original packaging. A 20% restocking charge for returned merchandise may be applicable otherwise.

Indemnification/Right to Promote: The Customer agrees to have legal rights to use any logos, marks, symbols or designs featured in artwork submitted to SunScarf International Limited and agree to indemnify and hold SunScarf International Limited harmless in any infringement actions as a result of printing said artwork. We reserve the right to use any and all of our imprinted products in our advertising materials and displays unless otherwise specified in writing.

Disclaimer: Every effort will be made to ensure uninterrupted and defect-free supplies of products. However, due to circumstances beyond our control, we cannot be liable for temporary shortage of stock, slight colour variations, minor imprint imperfections, changes in production specifications and materials, as well as delays caused by customs, shipping or any other natural causes. Color fastness of all our fabrics is extremely high, but cannot be guaranteed.

Limited Liability: SunScarf International's liability for any damages or personal liability arising from the sale, shipment, storage, handling or use of our products, whether based on alleged negligence or otherwise, shall not exceed the total amount paid by the customer for the goods causing said damages. In no event will SunScarf International Limited be liable for any consequential damages (including, without limitation to, loss of use or lost profits), or for any damages suffered by a third party. Customer agrees to hold SunScarf International Limited harmless of all claims above and all amounts paid by the customer to SunScarf International.