

GENERAL INFORMATION

For Emblematic

Die and Tooling Service Charges: Billed at cost for labor only and remain in our possession for your exclusive use. Die and/or tooling charges listed throughout this catalog are to be used as guide only and may vary upon receipt of finished artwork. See the catalog page of each product category for approximate die and/or tooling charges.

Die Archive: We will archive your dies at no charge for three years only.

For Lucite and Acrylic

Acrylic/Lucite®: Acrylic is a solid sheet cut and polished to shape and screened on the outer surface. Lucite® is a liquid process poured into molds allowing objects to be embedded permanently.

Lucite® Embedments: Providence has the resources and capabilities to make and embed acetates, cards, paper inserts, certificates, mini books/prospectuses, metal plates, metal castings, sculptures, coins and vials in Lucite®. Although a variety of objects can be embedded in Lucite®, some elements within the objects may react to the chemicals used during the process. We recommend you avoid embedding in Lucite® the following: copper, organic specimens, thin paper, newspaper, holographic prints and photographs. Use Acrylic as an alternative.

Customer Supplied Embedments: Printed material must be printed on dull-coated, 100# stock with alcohol proof wax free ink. Please specify PMS colors on coated stock only. We cannot guarantee PMS matches on embedded material. Most Lucite® pieces need a 1/4" clearance area on all sides. An additional 5-10% of the item should be supplied on custom embedments. We reserve the right to ship and bill plus or minus 7% due to spoilage. Customer supplied items can not be guaranteed in Lucite®. A pre-production sample or test embedment is strongly recommended.

Liability: Every reasonable effort will be made to advise if an item can be embedded without risk, however, customer supplied items are embedded at the customer's risk and expense. Providence will not be responsible should a customer supplied item not embed properly.

Variations in Size: Lucite® embedments and acrylic pieces are hand-made and vary in size. Each piece is unique, no two are alike.

For Emblematic, Acrylic, Lanyards, Lucite®

Changes of Copy Within an Order: Due to setup costs, when changes of copy occur within an order, combined quantity pricing is not possible.

Confirmations and Changes: All orders and changes on orders must be confirmed immediately in typewritten form. Customer service can not assume responsibility for verbal confirmation only. Please no hand written orders or changes.

Co-op Programs: Available. Contact customer service for quote.

Corrections or Cancellations: Any correction or cancellation of an order in process will be subject to costs incurred to date and \$50.00(NET) cancellation charge.

Credit Cards: Visa, Master Card and Discover are accepted and must be clearly marked on your purchase order if this method of payment is chosen.

Credit Policy – New customers: Please supply 4 credit references and a bank reference. A 50% pre-payment is also required.

Imprint Colors: Most standard colors are available. Please specify PMS color. PMS match \$40.00(G) per color. Colors are matched as close as possible. If the color match is critical, a pre-production sample is strongly recommended. We can not guarantee PMS matches on embedded material.

Trademarks and Copyright Material: Providence assumes clients are authorized to use trademarks presented to us for reproduction. We assume no liability in trademark or copyright disputes.

Valuable Items: Reasonable care is taken in handling these items but no liability can be borne by Providence for loss or alteration of items.

Minimum Quantities: Acceptable minimum is lowest quantity listed on each catalog page. Any quantities other than minimum require customer service quotation.

Overruns and Underruns: Each order is subject to 5% over/underrun. Exact quantity charge add 5% to item price.

Paper Proof: You will automatically receive a faxed paper proof of your order. Orders remain on hold until a signed confirmation is received.

Pricing: **Lower quantity rate will prevail between quantities shown in catalog. SPECIAL QUOTATIONS will be given on the following: Orders exceeding maximum quantities in catalog, items not shown in catalog, item variations not shown, or described in this catalog.

Quotes: Generally valid for 30 days. Subject to market conditions and changes.

Release Programs: If an order is to be partially shipped at different times, then the entire order will be manufactured and invoiced at the time of the first shipment. Every release from inventory will incur a \$25.00 (NET) release charge as well as any incising, attachment, stone or personalization costs that are added at the time of each release. The entire order must be shipped within 12 months after the initial release. There is no release program for Lucite® items.

Repeat Orders: Reference previous Providence orders number(s), on your P.O. number and date of original invoice. Screens are kept on file for one year. Reorders require new set ups after one year unless prior arrangements are made.

Complaints>Returns: All complaints must be made within 60 days of shipment. No merchandise may be returned without authorization from Providence. We are not responsible for inability to fill orders due to strikes, acts of nature, shortage of materials or any other reasonable cause whatsoever.

Rush Charges: Rush charges may be incurred in extenuating circumstances. These charges will be quoted on a case-by-case basis.

Samples – Random: Random samples are supplied on request, from available stock. We make every attempt to send out the exact size you request, but we may only have the shape available in a different size. Customer pays freight only. Unusual samples, awards, etc., may require nominal cost. Advised on request.

Shipping Method: Please specify shipping method. Street addresses must be provided. Purchase orders without specific shipping methods will be shipped according to our best judgment.

Drop Shipments: If an order is to be shipped at one time to multiple destinations, drop shipment charges of \$6.90(G) domestic and \$18.00(G) international apply for each extra destination.

International Shipping: Providence is not responsible for late delivery if order is shipped as requested.

Please Note:

Catalog pricing is based on the current (January 1, 2011) price of raw materials and is subject to change based on market conditions. Should price changes be necessary, they will be available on our website.