

· BOATMAN GELLER POLICIES ·

NOTE PAD AND STICKER BOOK

ORDER FORM

- Please print all orders clearly specifying quantity, stock numbers, typestyle, type color, copy and descriptions. Utilize OUR order form so that we can minimize errors. Fill out a **separate** order form for each personalized order.
- Boatman Geller is not responsible for handwriting errors.
- You may not add parts to your order after it is placed. You would need to resubmit the order and the order will follow the 3-5 business day turn around during January-August. Please indicate how many parts to the order or if parts are to be shipped together.
- Orders must be submitted via fax, 317.466.1384, or email, orders@boatmangeller.com, and will not be accepted over the phone.

COPY

- Note pads are priced to include 1 line of copy. Monograms and initials are considered 1 line. All stickers and return address labels are priced to include up to 3 lines of copy. Additional lines of copy can be added for \$3 net per line.
- If we have questions to clarify about the grammar or spelling of the text, the order will be on hold until the customer contacts Boatman Geller with the resolution. The normal turnaround time will begin anew.

LAYOUT

- If there is a layout in the book you would like us to work from or follow exactly, please make note on the order form. Please indicate which sample and then clearly note any modifications to the layout. We will follow your instructions exactly. If layout, color, or type is not selected we will default to the layout in the book sample.
- Please clearly indicate any special placement or size of copy (top, flush, left, etc.). Underline All Capital Letters.
- All copy/type will be centered and set with a standard type size and spacing based on the sample shown in the corresponding album, unless otherwise instructed.

TYPESTYLES

- Any item can be printed with any of the typestyles shown on the Note Pad and Sticker Typestyles page. Using Boatman Geller fonts that are not listed on this page will be an additional \$5 net charge.

INK COLORS

- Any item can be printed with any of the colors shown on the Typestyles Page at no extra cost.

ENVELOPES

- Envelopes come in white only and may be purchased for your notepad orders in sets of 25 at \$3 per set.

PROOFS

- Proofs can be provided upon request for a charge of \$10.00 net. This includes 2 sets of proofs (fax or email) for your order, all pieces included. All subsequent proofs are \$8.00 net each. Requesting both fax and email proofs will be \$15.00.
- A free proof will be provided on all orders over \$1,000 retail.
- We will not accept proof approvals over the phone.
- It is the responsibility of the customer and dealer to check the proofs. Boatman Geller will not be at fault for any error on a proof. All proofs are final regardless if we make a common spelling mistake.
- Once the proof is approved the order will be shipped in 3-4 business days. Orders with enhancements will take 4-5 business days.

REORDERS

- Reorders are priced as new orders and are billed according to the price sheet.

CANCELLED & CHANGED ORDERS

- If you cancel or change your order, you will only be charged for the work that has been completed prior to cancellation or changes made. Any order in the faxed or order entry stage can be canceled at no charge. Orders that are in the typesetting stage can be canceled for a fee of \$10. Any order that has been printed, packed or shipped will be full charge.

- All changes must be submitted via fax or email. Changes WILL NOT be accepted over the phone, no exceptions. After a decision regarding changes has been finalized, the 3-5 day turnaround time will start anew.
- If a blank stock order is cancelled after already being packed a 15% restocking fee will be charged to your account.

ERRORS

- Please review your order very carefully! All errors must be reported within 14 days of receiving the order. Any errors reported after this time will not be refunded and will be reprinted at full cost.
- Errors made by the customer/store will be reprinted at 25% off the original price plus shipping costs. The 5 day turnaround time will still apply to orders with a customer error and we will only provide shipping compensation if we exceed the 5 day turnaround.
- Call tags will be issued for all orders in which Boatman Geller is at fault. All errors on our part will be reprinted Rush and Shipped Next Day Air at no additional cost.
- On a redo, Boatman Geller will redo the original mistake(s) but the customer will not be permitted to make additional changes to the order.

COLORS

- Due to disparities in the printing process, colors may vary from the samples presented in the Albums. Samples viewed in the Albums or Online may show variations due to the inconsistencies of recreating a likeness in each corresponding media. No discounts will be given for such variations.

TURNAROUND TIME

- All orders will be shipped in 3-5 business days (M-F), unless otherwise specified.
- Orders received after 12:00PM EST will be entered the next business day.

RUSH SERVICE

- To rush an order there is an additional service charge of \$50.00 per order.
- Rush orders received by 12:00PM Eastern Standard Time will ship within 2 business days or 3 business days if the order has an enhancement.
- Rush orders for blank stock are \$15.00 and will leave same day if received before 12:00PM EST, the following day if placed after 12:00PM EST.
- Rush orders cannot be added to once in process.
- On an order with a proof, the rush service begins AFTER the proof is approved.
- There will be NO rushes during the holidays.

SHIPPING CHARGES

- Note pad and sticker orders of 3 parts or less will ship via DHL for \$6. Orders of 4 parts or more will ship via carrier service at the rates below.
- We use flat shipping rates:
 - Ground - \$10.00
 - 2 Day Air- \$22.00
 - Next Day Air - \$30.00Please state your preference clearly on your order.
- There is no extra fee for drop shipping.
- If a customer does not choose to require a signature, then Boatman Geller is not at fault for a package that the tracking number indicates has been delivered.

COMPANY HOLIDAY SCHEDULE

- We will be closed for the following holidays: New Years Eve, New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.
- Holiday orders must be received by the 1st Friday of December, 12:00PM EST, unless otherwise specified. During the Holidays (mid Oct-Dec) allow up to 8-10 business days in house. Remember to factor in shipping time for delivery.