

# TERMS AND CONDITIONS

## CURRENCY

All pricing is in USD. Payments must be received in USD

## PAYMENT TERMS

Established Terms Customers Net 30 Days

## Prepay Customers

MasterCard, Visa, Discover, Certified Bank Check or Money Order

- Please note that we will accept company checks but orders will not be released to production until 5 business days after payment is deposited. Then normal production schedule applies.
- **We encourage all prepay customers to apply for credit terms. This qualifies you for our FREE 24 Hour Rush Service and will prevent any order delays. Please contact our Accounting Department to have our application for credit sent to you.**

## Custom Product

All orders for custom product will require a deposit and cannot be cancelled once the order is confirmed.

## Returned Checks

A \$25.00 processing fee is applied and repayment must be made by credit card or certified bank check. We will no longer accept personal or business checks from companies that have had checks returned.

## CANCELLATION OR CHANGES

- All cancellations and/or changes must be submitted in writing. (Order fees incurred will be your responsibility.)
- An order may be cancelled up until it is released into production (excluding custom product orders). Once an order is in production, the buyer is responsible for payment.

**REFUND/RETURN POLICY** No returns 60 days after shipment

# ORDERING GUIDELINES

## HOURS OF OPERATION

Monday – Friday, 7 a.m. to 7 p.m. EST

## 24 HOUR SERVICE REQUIREMENTS

- 24 hour service must be noted on PO and in your email subject line.
- Complete order must be received by 12 p.m. EST (PO, art, payment).
- Must be on Net 30 Day Terms or have credit card on file to use
- Plastic pens only, 1,000 pieces or less
- No proofs with 24 hour service
- Not available for 2 colour printing

## ORDERING

- Please fax or email all orders - Not accepted verbally.
- Order quantity must be catalogue minimum
- Less than minimum charge \$35.00 (G). Less than minimum quantity is 1/2 of first column quantity
- **Changes CANNOT be made on the day the order is scheduled to ship**
- **Do not submit credit card information on your order. This is a violation of PCI compliance and will cause delays in processing.**

## PROVIDING ART TO HUB PEN

- 100% black and white art, **no halftones or grays**
- Vector based artwork, all fonts converted to outlines, no embedded bitmaps (gif, jpg, png, tif)
- Vector art is created using vector illustration software, such as Adobe Illustrator, Freehand, and CorelDRAW, among others.
- Acceptable file formats: pdf, eps, .ai, .cdr, .cmx
- **Unacceptable file formats: .gif, .jpg, .png, .tif, .doc, .xls, .ppt**
- Art touchups and rebuilds, minimum \$35.00 (G)
- Minimum font size is 7 pt and line weight is .5 pt
- Purchase order number must be placed in email subject line.

## PRODUCT PMS COLOURS AND DYE LOT VARIATIONS

We try to identify PMS colours that best match our product colours and our inventory undergoes multiple quality checks to ensure consistency. Occasionally, there may be a minor colour variance between product lots.

## EMAIL/FAX PROOFS

- Proofs are completed 1-2 days from order confirmation.
- FREE proof for orders over \$300 (A)
- Orders under \$300 (A) proof charge \$10.51 (G)
- Virtual proof charge \$7.00 (G), fee is applied to order when placed.
- Additional proofs are \$7.00 (G) each

- Proof required on all orders over \$5,000 (A)
- Your proof is a facsimile representation and may differ in size and colour from the actual product.
- **Orders ship 5 business days after proof approval on catalogue quantities with proper payment if required.**

## PREPRODUCTION PROOFS

- Preproduction proof charge of \$21.00 (G) each
- Fee is waived on orders over \$1600 (A).
- Preproduction proof required on all new orders over \$5000 (A).

## SAMPLE POLICY

- Samples are shipped USPS unless otherwise requested.
- Shipping charges apply to all sample orders.
- Sample requests received before 12 p.m. EST will ship the same day; requests received after 12 p.m. EST will ship on the next business day.
- Please provide purchase order number.

## SHIPPING TO CANADA

### CANADA DISTRIBUTORS:

Hub Pen is a friendly Canada Supplier, we offer competitive shipping rates and quick UPS delivery.

For Canada Distributors, Hub Pen will be the importer of record and pricing includes all duties, taxes and import fees.

Hub provides competitive Canada shipping rates which is discounted from UPS Intra-Canada Published Rates, to estimate shipping rates to Canada, please visit [www.hubpen.ca](http://www.hubpen.ca)

Handling Fee: \$2.11 (G) per box

Drop Shipments: First three (3) are Free. Additional drop ship charge of \$4.91 (G) per address

If shipping under Hub's shipping account #:

- Hub ships to Canada on Tuesday and Friday evening using UPS Standard Service with a transit time of less than 1 day to our FOB of Fort Erie, ON; this is the most cost effective way to ship to Canada
- Shipping charges applied to your order will include handling and insurance, if applicable and will be clearly identified on your invoice. **Please be sure to remit all payments in USD**
- If you need your order to arrive sooner than our normal production time and shipping time allowed, we will try our best to expedite production time for you. You may also request an expedited shipping method, both regular and expedited quotes can be found on our Canada website

## SHIPPING TO CANADA *continued*

If shipping under your own account #, please supply your Canadian UPS/FedEx Shipper number and corresponding account name:

- Orders will be shipped daily

### US DISTRIBUTORS:

Hub Pen is pleased to offer Canada bound shipments however, due to Canada's Custom's Importation and Declaration requirements, we can no longer be the importer of record and as a result can no longer ship using Hub's shipping account number.

Pricing for US Distributors are at US price levels, duties and taxes will be charged to your shipping account number, shipments will be sent daily.

Handling Fee: \$1.88 (G) per box

Drop Shipments: First three (3) are Free. Additional drop ship charge of \$4.38 (G) per address

We offer the following options for our US Based Distributors:

#### Option 1:

- A US Distributor can register as a Non-Resident Importer (NRI) with the Canadian Government and provide us with a copy of the

registration along with a UPS or FedEx account number that is registered with the Canadian address associated to the NRI.

- All orders shipping to Canada must include a commercial Invoice for the order showing the "retail price" which will be used as the declared item value. Services charged to the customer should also be included on the commercial invoice; Hub will include these on the declaration form if provided.

#### Option 2:

- A US Distributor can provide us with a UPS or FedEx shipping label(s).
- A completed customs declaration form must be included with the shipping label

#### Option 3:

- You can ship to Canada on your own (Have Hub ship the order to a US address or Pick up from Braintree, MA)

## SILKSCREEN GUIDELINES | PLASTIC PENS

### SILKSCREEN PRINTING

- One time setup charge of \$16.80 (G)
- Imprint colour change charge of \$16.80 (G)
- 100% black and white art, no halftones or grays
- PMS colour matching as close as possible on orders over 1,000 pcs, orders less than 1,000 pcs \$10.53 (G)
- Production time: 5 business days standard and begins upon the receipt of the complete order (PO, artwork, proper payment, and proof approval if required)

### TWO COLOUR PRINTING

- Available on the Javalina® and Mardi Gras® lines as well as the following pens: 405, 372, 481, 301, 302, 375, 377, 367, 487, 307, 218, 358, 258, 379, 356, 384, 385, 438, 439
- Two screen charges of \$16.80 (G) each, one time charge
- Minimum Quantity of 1,000 pcs. for 2 colour imprint
- 1,000-4,999 pcs \$0.17 (G), 5,000+ pcs \$0.11 (G)
- Preproduction proof required on all new orders
- Production time: 5 business days and begins upon receipt of the complete order (PO, artwork, proper payment, and approval of preproduction proof). Additional time required for larger orders.

## PMS COLOUR MATCHING































### FREE SOLID COATED PMS MATCHING AVAILABLE ON:

- Orders over 1,000 pieces
- Trim colour on any Hub pen

Orders less than 1,000 pieces: PMS matching \$10.53 (G)

The PMS colours for all pens are also listed on the individual product pages and hubpen.ca.

### STANDARD FREE IMPRINT COLOURS

 Reflex Blue	 Sky Blue PMS 306	 Kiwi Green PMS 369	 Orange PMS 021	 Rose Pink PMS 232	 Light Gray Cool Gray 3
 Navy Blue PMS 282	 Teal PMS 321	 Lime Green PMS 7488	 Burnt Orange PMS 166	 Light Pink PMS 204	 Gray PMS 430
 Royal Blue PMS 2945	 Forest Green PMS 3302	 Process Yellow	 Bright Red PMS 485	 Regal Purple PMS 266	 Brown PMS 476
 Process Blue	 Dark Green PMS 3425	 Sun Gold PMS 123	 Brick Red PMS 187	 Violet PMS Violet	 Tan PMS 4665
 Light Blue PMS 2925	 Kelly Green PMS 3405	 Burnished Gold PMS 131	 Burgundy PMS 202	 Cream PMS 7507	 Ivory PMS 7499

# ORDERING GUIDELINES continued from previous

## LASER ENGRAVING GUIDELINES | Cambridge Collection & Metal Pens

### LASER ENGRAVING

- Laser logo charge of \$50.40 (G)
- 100% black and white art, **no halftones or grays**
- Standard two line engraving
- FREE straight line engraving with one of Hub Pen's fonts (see list below)
- Individual personalization charge \$.43 (G) each, provide all name lists in Word or Excel
- If personalization on second side (logo on first side) \$.77 (G) each
- Second side laser engraving charge \$.36 (G) each
- Please specify cap or barrel engraving where applicable. If placement isn't specified, Hub Pen will default to barrel location.

- Production time: 5 business days standard and begins upon the receipt of the complete order (PO, artwork, proper payment, and proof approval if required).
- All laser engraved pens are shipped individually cellophanned.

### HUB REVOLUTION® LASER ENGRAVING

- Increases the laser logo height up to 1/2" or up to five lines of text, width remains the same
- **Available for \$.56 (G) per location, per pen or \$1.12 (G) per location, per pen/pencil set. Logo fee applies.**

### PHOTO DOME PENS

- Photo imaging art should be in full colour and of good quality.

### STRAIGHT LINE IMPRINT FREE LASER FONTS

\*Upper and lower case letters only.

Avante Garde	Britannic	Garamond	Bauhaus	<i>Bickley Script*</i>
Century Gothic	<i>Block Italic</i>	Goudy Old Style	Benguiat	Bradley Hand*
BANKGOTHIC	CastleTlig	Palatino	Kabel	<i>Flemish Script*</i>
Futura	Eras	Roman	Lubalin Graph	<i>Script12*</i>
News Gothic	ZapfHumnst	<i>Roman Italic</i>	Weiss	University Roman*

## INK REFILL CARTRIDGES

**Plastic pens:** Hub Pen changes out ink \$.43 (G) each  
Sending you refills \$.14 (G) each

**Metal pens:** Hub Pen changes out ink \$.49 (G) each  
Sending you refills \$.32 (G) each

Most of Hub Pen's products allow for swapping of default ink colour, but not all. **Below is a list of items not available for refill change.**

125 307 334 351 359 375 383 389 392 565 709 986  
208 308 335 352 361 380 384 390 409 567 858  
271 327 342 357 371 382 385 391 487 708 985



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