

ORDERING POLICY AND PROCEDURES

Minimum Requirement: The minimum unit amount for each and every order placed (for one shipment) for box packaging, is 1000 units per box size and style. For display projects, the minimum unit amount for each display or display set is 100 units.

Custom Work: We are strictly a custom manufacturer of product packaging, POP displays and shopping bags. All of the products that we produce are for custom orders. We do not stock any generic items that are ready for immediate sale.

Design Work and Sampling/Prototyping: We offer custom design work. For custom design work, the fee is \$250 per design. For having a custom box sample made, the fee is \$250. If the box order is eventually placed with us, the design fee and sample fee will be credited back to the order. For having a custom display sample or display set sample made, the fee is between \$300-\$500, depending on the size and complexity of the display or display set. Please note that we do not do a credit back for display sample fees. A display is much larger to make than a box, therefore we do not credit back display sample fees to an order.

Quotation/Pricing Terms: We provide quotations for either FOB Los Angeles or Ex-factory. For smaller volume inquiries, we are only able to provide the Ex-factory costs. Ex-factory quotations do not include any shipping costs factored into the unit costs. Large volume orders can be FOB East Coast. The buyer pays the freight from L.A. to the buyer's warehouse.

Payment: We require a 50% deposit when placing an order with us. The balance due will be paid before the order is released from our warehouse for delivery. For excellent credit accounts, we can consider offering special terms.

Damages: If you receive a damaged item, please contact us within 5 business days of receipt for instruction.

Returns: All returns must first be authorized. For unqualified or damaged products, we either issue a credit back or make replacements.

Lead Time:

Custom sample time: 2-3 weeks

Regular production time: 6-7 weeks

Peak season production time: 8-9 weeks

Ocean shipment: 4-5 weeks

Air shipment: 3-5 days