

THANK YOU FOR CHOOSING
TEMKIN INTERNATIONAL, INC.

As the leading manufacturer of floral wrap and flexible film products, we look forward to this business relationship and would like you to be aware of our policies.

- Our Customer Service Department will take your order by mail, phone or fax. All orders will require an authorized signature approving prices and freight arrangements, which may be confirmed by fax or mail.
- Due to the extrusion process, gauges and sizes may vary slightly.
- Due to variations in our customer's products and manufacturing processes, Temkin International, Inc. cannot guarantee our products will perform in all applications. We will supply samples so our customers can test the product and determine if it will meet their needs. After the samples are tested and approved, the customer assumes all responsibility for the product performing in that application.
- First time orders require prepayment. Payments may be made by check, money order, Visa, American Express, MasterCard, or wire transfer. Once a minimum of \$1,000 has been purchased, the customer will be considered for credit terms.
- There is a re-order minimum of \$250. Orders that do not meet the minimum will be assessed a \$25 small order handling charge. Minimums are one case per product for rolls and bags.
- First time custom orders over \$2,000 require a 50 percent deposit. All custom orders are subject to additional art charges, which will be quoted up front and will require your signed approval before any work is started. (A 10 percent overage or shortage may be shipped without notice on custom orders. If purchase orders request a minimum amount, a 20 percent overage may be shipped without notice)
- Normal terms are 1 percent 10 NET 30, based on the INVOICE DATE. The 1 percent discount will only apply to invoices paid within ten (10) days.
- A Finance Charge of 1.5 percent will be charged on past due amounts at the end of each month. To avoid these charges, your payments must be RECEIVED on time.
- Any damage, shortage, or other problems with your order must be reported to the Temkin International Customer Service Department ***within ten business days*** of receipt of merchandise. Please check your order when it arrives so any problems can be corrected in a timely manner.
- No credits will be accepted without proper authorization. No returns will be accepted unless first approved by the Credit Department and a return authorization number is printed on the return. Please call Customer Service to arrange for returns and credit authorization.
- Returns are subject to a 25 percent restocking fee.
- Freight terms are specified at the time orders are placed. Please ask Customer Service for further information.
- Temkin International makes every effort to ship orders complete. However, we will ship back orders of \$50 or more unless notified otherwise.

Thank you for your cooperation.