



Printing Technology, Inc. (PTi®)
TERMS AND CONDITIONS
As of April 1, 2008

Payment Terms

All new accounts and first time orders must be paid by credit card, C.O.D. cash, C.O.D. cashiers' check, or wire transfer. A \$9.00 C.O.D. charge is added to all orders shipped C.O.D.

Net Terms are available upon completion of a PTi® credit application and must be approved by PTi®'s credit department. Applications are available on the PTi® website: www.ptiimaging.com/downloads.html. The application *must* be signed by an officer of the applicant's company prior to submission in order to be considered for Net Terms.

Visa, MasterCard and American Express credit cards are accepted for any order. A surcharge of 2.5% for Visa/Mastercard and 3.5% for use of American Express may be added for credit card payment processing on net term invoices. C.O.D., Cash in Advance or Wire Transfer in Advance is required in some cases.

If paying by C.O.D company check, a signed PTi® credit application with bank references must also be on file.

Accounts may be placed on credit hold if any invoices become more than 14 days past due. A finance charge of 1.5% monthly may be charged on accounts that become more than 14 days past due. Accounts sent for collection are subject to reasonable collection fees and attorney charges if the matter must be resolved in court.

There will be a \$30.00 charge for any check returned NSF. All NSF checks must be replaced with either: cashiers' check, money order, cash (via in-person), wire transfer, or one of the credit cards listed above.

Minimum Orders / Placing Orders (All \$amounts are in USD)

All orders less than \$35.00 will be charged a \$5.00 small order handling charge plus applicable freight costs.

Pending availability and complexity of the order, every attempt will be made to ship all orders the same day if placed prior to 2:30 PM – (PST) Pacific Standard Time.

Orders may be placed with any PTi® sales representative or customer service staff by email, fax, phone-in, or via the PTi® on-line website. Our Order Desks are staffed: 8:00AM – 5:00PM PST Monday through Friday.

Drop ship orders must be placed via email, fax, or on-line via the PTi® website.

Local customers may utilize our Will Call department. Please call ahead and allow a minimum of one (1) hour for order processing depending on the complexity and time of day of the order. Will Call hours vary by location, call your rep for exact times.

Contact: PTi® >Toll Free: (800) 332-7306 / Local & International: (818) 576-9220

Fax: (818) 449-7678 / Email: orders@ptiimaging.com

Website: www.ptiimaging.com

Freight Terms

All orders are subject to freight charges unless special freight terms are negotiated and approved by PTi® sales management. Orders are normally shipped by UPS Ground, commercial trucking, or PTi® truck.

Customers requesting other shipping methods such as UPS Next Day, 2 Day, 3-Day Service, Federal Express, DHL, or any other carrier may have additional charges applied.

Orders to Hawaii and Alaska will be shipped FOB Los Angeles, California.

Freight charges for international orders will be negotiated based on the amount, size, and weight of the order. Any special services will be added to the invoice.

Product Warranty

PTi® ink jet and toner cartridge products are warranted for two (2) year from date of purchase.

Please contact your sales representative for warranty information on all other product categories.

Return Policy

All product returns must be pre-authorized by PTi® with a return merchandise authorization (RMA) number. To receive authorization, an RMA request form must be completed and is available from any PTi® sales staff member. You can also download a form from the PTi® website. The RMA form must be completely filled out with your original invoice date or invoice number and a brief description of the defect. Sample prints or pictures are requested but not required.

Return shipments will not be accepted without an authorized copy of the RMA form.

All products returned must be shipped to PTi® prepaid. A shipping credit will be issued after product evaluation and approval.

All "Returned-Unused" products will be accepted up to 90 days after purchase date and are subject to a 20% restocking fee.

All requests for "Returned-Unused" products returned beyond 90 days after purchase date will be reviewed and if approved will be subject to a minimum restocking fee of 20%.

All "Defective" returned products will be evaluated and if approved, credit will be given in the amount printed on the original invoice.

Full credit for cartridges returned empty or non-PTi® will not be issued and may be returned at customer's expense.

Products Damaged in Transit, Short Shipments, or Discrepancies

All claims must be submitted in writing.

All shipments become the property of the carrier company during shipment until signed for by the recipient. Claims for damages while product is in transit are to be settled between the consignee and the carrier.

If noted at time of delivery, it must be documented on the receiving paper work or bill of lading.

Damaged product/packaging subject to review must be accompanied by detailed pictures

Customer will assume all liability if damaged freight is not reported within 24 hours of receipt or the next business day.

All short-shipments and discrepancies must be reported within 24 hours of receipt of shipment or by the next business day.

Product Pricing and Terms

Due to the volatile core, component, shipping, and corrugated markets, all pricing (standard and quoted), terms, and conditions are subject to change without prior notice unless otherwise stated in a written contract agreement signed by both parties.

Please confirm all product prices and availability prior to placing an order.

PTi® is not responsible for out of stock or back ordered items.