

Sales Policies

Terms Of Sale

1% 10 days, Net 30 days (no cash discount on freight or other special charges). A service charge of 1.5% per month will be added to past due accounts. All prices subject to change without notice. Any billing disputes must be made upon receipt of invoice. No deductions will be allowed without proper documentation.

Freight

F.O.B plant of manufacture, with full freight allowed using our fleet or our preferred carriers on 3,000 lbs. or more. Stock and special print merchandise may be combined to make weight for freight allowance. De Luxe Packaging will not pay lumper or sort and segregating fees unless approved in advance. Any other logistical requirements will be at the customer's expense.

Pick-Up Allowance

De Luxe Packaging will provide a freight pick-up allowance from our pick-up location(s) for F.O.B. delivered (destination) priced orders only. Please direct requests for pick-up allowances to your Customer Service Specialist and provide the following information:

1. Ship to destination
2. Typical order sample including - products and quantities

The pick-up allowance will be equivalent to De Luxe Packaging's actual freight costs based on total shipping weight for the order and destination. Pick-up at Chicago, Illinois; Baxter Springs, Kansas; Ft. Madison, Iowa; Atlanta, Georgia or Los Angeles, California. Pick-up allowances do not apply to F.O.B. De Luxe Packaging Plant pricing agreements.

Return Goods Policy–Stock Products

Transit Damage or Shipping Errors

Normal transactions of business inevitably require the occasional return of merchandise for exchange or credit. No claim shall be allowed later than five (5) days after receipt of merchandise by Buyer.

Accommodation Returns

To return goods, contact your Customer Service Specialist for a Returned Goods Number (RG). The RG number is valid for 30 days after it has been issued. No returns will be accepted if the RG number has expired.

Goods will be accepted for return if any of the following conditions are met:

1. Incorrect items were shipped.
2. Non-conforming items were shipped.

Your Customer Service Specialist will coordinate the shipping of returned products using our fleet or our preferred carriers. Discontinued items cannot be returned. No product(s) will be accepted for return later than 6 months from date of receipt.

Please provide your Customer Service Specialist with the following information:

1. Reason why you wish to return product(s).
2. Quantity and item number.
3. The purchase order number the product was ordered on.

Credit will be allowed on return of stock products.

1. If the product being returned was purchased no longer than 6 months prior to the request for return and will not create an overstocked inventory for De Luxe Packaging.
2. The customer agrees to pay the freight costs to return the product to De Luxe Packaging.
3. The customer agrees to pay the original freight costs De Luxe Packaging incurred to deliver the product.
4. The customer agrees to pay a 20% re-stocking charge.

Custom-Made Product(s) Policy

De Luxe Packaging will not accept returns or claims for non-conforming custom-made products or special ordered materials that are more than 6 months old.

Artwork & Plates

Artwork preparation and plates will be charged at cost for all new and revised designs. De Luxe Packaging will store artwork without charge. Inactive artwork will be stored for 2 years.

