

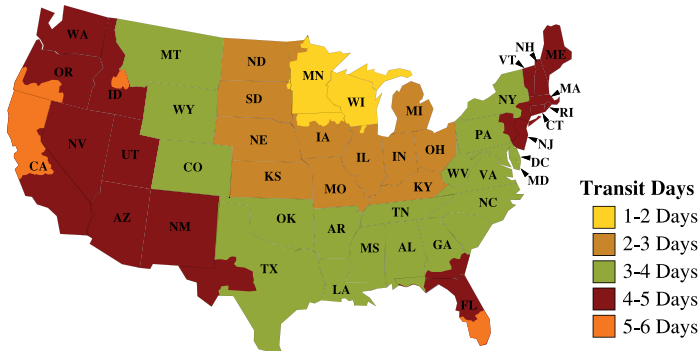
General Information

- Acknowledgements:** Orders are acknowledged upon receipt.
- Combined Quantity Pricing:** Not available.
- Illustrations:** Logos used in the catalog are for illustrative purposes only. They do not imply endorsement, nor are items with those imprints available to anyone other than parties expressly authorized by the owner of such designs.
- Less Than Minimum Charges:** Imprinted orders \$50.00 (A); unimprinted orders \$20.00 (A). Less than minimum charges will apply for any item for which the minimum quantity is not ordered.
- Perishability:** Natural cheeses and smoked meats need to be refrigerated within 24 hours of receipt. Chocolates and nuts should be stored in a cool, dry place. Baked goods should be enjoyed within two weeks; or stored in a freezer for up to three months. Instructions for storage are included with each gift.
- Returns:** Requests for returns must be made within 5 days of receipt. Credit will not be issued for returns made without a return authorization number. Restocking charges will apply to all returns. Because of their perishable nature, smoked meats and cheese cannot be returned for credit.
- Seasonal Availability:** From March 1 to November 1, certain items that can normally be shipped by ground may require special packaging or special shipping. Contact factory for details.
- Substitutions:** Factory reserves the right to substitute items of greater or equal value if necessary to insure on-time shipment. When Canadian shipment is requested for items not available for Canadian shipment, factory will substitute item(s) of equal or greater value.

Production Information

- Production Time:** 5 working days from complete order (with the exception of items being pad printed) for imprinted and unimprinted orders shipping to one location. Complete order means: purchase order, artwork, proof approvals, enclosure cards, and shipping instructions.
- Rush Service:** Usually available. Extra charge may apply. Contact factory prior to placement of order to obtain ship date.
- Methods:** Standard: Ground. Best: Overnight, 2 Day or 3 Day service available. Orders that request shipping charges to be prepaid and added to the invoice will have the gross freight charges added. A \$4.00 (G) per carton charge will apply to all shipments whether they are shipped "prepay & add," billed to your account number, or to your customer's account number.
- C.O.D. Shipments:** Not available.
- Shipping Weights:** Approximate shipping weights are shown in catalog. Dimensional weights used for determining shipment charges are higher for certain gifts. Refer to price grids for dimensional weights.
- Shipping Dates:** Desired ship date must be specified. Allow adequate transit time from Wisconsin factory. Please indicate "in hand dates." Factory cannot be responsible for delivery date, as transit time is not in its control. If you need assistance in determining ship date, contact factory. **Most carriers do not guarantee transit time during December.**
- Split Shipments (multiple ship dates):** \$12.50 (G) per shipment.
- Drop Shipment charge:** \$4.00 (G) per carton plus shipping charges.
- FOB:** Wisconsin Factory.

UPS Ground: Time In Transit Map



The Clock Starts Ticking When...

Complete order, shipment information and appropriate artwork are received at factory, all details and questions are clarified, and proofs are approved.

Stock Design Artwork *Reduced for illustrative purposes*



"Welcome Home"

* A Limited Edition Design

Season's Greetings

Season's Greetings

*Note: Limited Edition Design available on wooden boxes, wooden chests and cutting boards only.

Stock Designs

**Merry Christmas
Thank You!
Happy Holidays
Happy Hanukkah**

**Happy New Year!
Birthday Greetings!
Happy Valentine's Day
Congratulations**

Typestyles

Helvetica Mural Script Times New Roman
Helvetica Italic Chancery Times New Roman Italic

Note: Mural Script and Chancery available in upper and lower case only.

Extra Services

Art charge (Clean-up, Revisions or Changes to artwork)	\$45.00 (G)
Cancellations (plus cost of work already completed)	125.00 (G)
Corrections to zip code or finding zip code	5.00 (G) each
Changes to Orders	30.00 (Z)
Change of Copy	37.50 (G)
Drop shipment (Bulk)	4.00 (G) per carton
Foreign shipments. Because of the changes in customs procedures, foreign shipments to destinations other than Canada can no longer be accommodated. Smoked meats, salmon, and cheese cannot be shipped outside the United States. The charges below are in addition to carrier's shipping and handling charges and are per recipient:	
US Mail	12.50 (G)
UPS & Federal Express	50.00 (G)
Other Carriers	75.00 (G)
Intercept	20.00 (Z) per carton
Individual Drop Shipments directly to recipients	4.00 (G) per carton
Less than minimum	
Imprinted	50.00 (A) per item
Unimprinted	20.00 (A) per item
Oversized Imprints (Wooden Collector's Boxes Only)	62.50 (G) per order
Preparation of bills of lading or airbills	6.25 (G) each
Rebiling charge	25.00 (Z)
Release charge (per release)	12.50 (G) per release
Second position imprint	4.00 (C) each
Spec samples	EQP + 20.00 (Z)
Special imprint location	62.50 (G)
Split shipments (multiple ship dates)	12.50 (G) per shipment

Changes to Orders

- To avoid extra delays, visit www.MRFCatalog.com/change to proceed with a change request.
- Additions to orders already in production are treated as a new order. Standard production time will apply. Pricing from the original order will be honored with the exception of early order discount offers that have expired. If the addition is less than 1/2 the catalog minimum, a \$25 (A) less than minimum charge will apply.

100% Satisfaction Guarantee

If you or your recipients are not completely satisfied with any item, return it to us within 5 days and we will cheerfully replace it, issue a credit, or refund your payment, whichever you prefer. **Prior to returning any item, contact factory for return authorization number.**

