

PRICING POLICY—PLEASE READ CAREFULLY

Prices in this catalogue are effective at time of publication. Current product pricing is available on our web site and industry specific search tools that provide supplier certified pricing and these prices will prevail.

Providing safe and compliant promotional products is an essential component of doing business in today's hyper-competitive environment. Fortune 1000 clients expect safe and compliant product, and smaller businesses are also beginning to require the same assurances. QCA Accreditation increases buying confidence because it protects brand equity throughout the supply chain, from the promotional products supplier, through the distributor, to the end buyer and ultimately to the final end user.

This journey in obtaining accreditation means The Magnet Group has a proactive, comprehensive compliance program in place that protects the brand equity of the end user clients by addressing not only product safety and quality but also compliance with legislative, social and environmental requirements. QCA Accreditation significantly reduces the unnecessary risks of non-compliance and also establishes protocols in the event a recall is required.

STATEMENT OF LIMITED LIABILITY

Magnet, LLC™, Innovations® by Magnet™, Benchmark® Crystal & Clocks, The Bag Factory®, and Perfect Line® are collectively known as The Magnet Group (TMG). TMG obligations with respect to orders placed and/or products delivered to buyer shall be limited to replacement or repair of defective products which are returned to the appropriate TMG division, postage pre-paid, within thirty (30) days from the date of shipping or, at TMG's option, to a refund of the amount of the purchase price paid for products returned to TMG within thirty (30) days from the date of shipping, without any further obligation or liability on the part of TMG. Buyer's sole remedies for liability of any kind with respect to products ordered or furnished by TMG and any other performance by TMG or with respect to buyer's use thereof, shall be limited to the replacement or repair or refund aforementioned and in no event shall TMG be liable or responsible for incidental, special or consequential damages allegedly caused by a failure to timely deliver products, non-delivery of products or a delivery of defective or non-conforming products. No claim of any kind by buyer, whether as to products delivered, non-delivery of products or other faulty performance by TMG shall exceed the amount of the purchase price received by TMG for the products, and a failure to provide TMG with notice of any claim within thirty (30) days from the date of shipping and failure to return such products within said time shall constitute a waiver of all such claims in respect to such products.

Additionally, please note all products and photos with trademarks or logos used in this catalogue are to show art and imprint reproduction capability only. They do not imply an endorsement by holders of such trademarks or designs. They are not meant to be advertisements, nor are these items for sale to anyone other than parties expressly authorized by the owner of such trademarks and logo designs. Each and every buyer represents and warrants that all artwork, product design, text, and other content ("Content") provided to TMG in connection with any order for products or services, does not violate or infringe the intellectual property rights of any third party. Buyer will, at its sole cost and expense, indemnify, defend and hold harmless TMG and its shareholders, subsidiaries and affiliates (each a "Magnet Indemnified party or TMG Indemnified party") from and against any claims, liabilities, suits and /or proceedings (each a "Claim") made or brought by any third party against any Magnet Indemnified party, including, without limitation, reasonable attorney's fees, costs, judgments, awards, settlement amounts and expenses with respect thereto, to the extent that such Claim is based on a claim, suit and/or proceeding that the Content or the use thereof by a Magnet Indemnified Party in fulfilling an order for products or services to Buyer violates or infringes a patent, copyright, trademark or other intellectual property or proprietary right.

ORDER INFORMATION

- All orders are subject to acceptance by The Magnet Group.
- No verbal orders accepted.
- All orders written without pricing will be processed with The Magnet Group current pricing.
- All prices in this catalogue are subject to change without notice.
- Magnet LLC, Innovations by Magnet, The Bag Factory, Benchmark Crystal & Clocks: Orders received after 1:00 PM CST will be processed the following business day.
- Perfect Line: Orders received after 12:00 PM PST will be processed the following business day.

E-mailed Orders should be sent to orders@themagnetgroupcanada.com. Do not submit artwork with your order. Art can be sent to art@themagnetgroupcanada.com, referencing your company name and PO#.

Faxed Orders are considered originals and will be processed as such. Due to rough transmissions, faxed orders or changes to orders may be difficult to read. The Magnet Group is not responsible for any copy misinterpreted when received by fax. Providing confirmation of this information by e-mail to Customer Service is recommended to prevent interpretation of copy error.

Less Than Minimum Quantity Orders, call factory for quote.

ART REQUIREMENTS

Please submit original art files to: art@themagnetgroupcanada.com. For large files, we have an FTP site available; please call for log-in details. Include your purchase order number & company name with any artwork or communication sent to factory. If revised art is sent, it is the customer's responsibility to advise Customer Service of the new art. When new artwork is submitted a \$10.00 (X) charge will be applied. **Changes to previously sent art must be sent to Customer Service to ensure use of new art.**

We accept artwork from the following programs:

- Adobe Illustrator
- Adobe Photoshop
- Adobe InDesign
- Adobe Acrobat
- ZIP/Stuffit

Please note:

All RGB defined colours and files must be converted to CMYK for four-colour process production. Small registers/trademarks with fine lines may appear as a dot on product. Convert fonts to outlines or paths. Avoid using serif fonts in 4CP reverse copy areas. Artwork needs to be a solid shape without soft edges, transparencies or overprints. iMAGCOLOUR & 4CP are not eligible for spot, metallic, florescent colours, or PMS colour matches. Artwork with tight registration, halftones, and bleeds need to be reviewed by our Art Department. Avoid using thin lines, fine serif fonts or condensed fonts. Avoid using serif fonts in 4CP reverse copy areas. Artwork needs to be a solid shape without soft edges, transparencies or overprints.

Art Charges If art requirements are not met, art time will be billed at **\$40.00 (X) per hour**. Factory WILL NOT be responsible for charges due to "clean-up" or "rework" deemed necessary to meet production standards.

Typesetting

We will typeset up to 3 lines for FREE. All other typesetting will be billed as needed at **\$40.00 (X) per hour**. The typestyle must be indicated, or it will be left to the discretion of the typesetter. Charges less than \$40.00 will be processed without notification.

MAGNET LLC

Minimum type size: 6 point. Minimum line thickness: .5 point/ 1 point minimum line thickness for reverse copy or art. Bleed (art intended to print to the edge) must extend 3/32" outside cut line. Art not intended to print to the edge and all copy must remain 3/32" inside cut line. Contact Factory or see website for guidelines on using halftones.

INNOVATIONS BY MAGNET

- **IMAGCOLOUR & 4CP:** 300dpi min for non-vector artwork at 100% imprint size. Font size: 12pt / Line width: 3pt
- **Pad Print:** Font size: 6pt / Line width: .5pt. Butt register is not recommended. If art is too fine we will overprint. Trapping may cause a colour change where colours meet.
- **Laser** - Artwork must be submitted as vector art in black/white. Font size: 7pt / Line width: 1pt.

THE BAG FACTORY

- **Imprinted** Halftones/gradients not available. 300dpi min at 100% imprint size. Font size: 12pt / Line width: 3pt.
- **4CP & Deboss:** Font size: 12pt / Line width: 3pt.
- **Embroidery:** 9 colour maximum, up to 8,000 stitches. See factory for additional charges. For stitch count quotes, contact Customer Service.

BENCHMARK CRYSTAL & CLOCKS

Minimum type size will vary by method. Minimum line thickness: .7 point.

PERFECT LLC

- **Digital 4CP** CMYK files no less than 300dpi at 100% actual size, photo or full colour print.
- **Spot Colour (Silk Screen)** Requires black and white, camera ready, colour separated art. Contact Factory or see website for guidelines on using halftones. Halftone screens are not recommended for stressballs, retractable badge holders, and pens.
- **Laser Printed Art** (black only, no halftones) no less than 600dpi at 100% actual size.

IMPRINT COLOURS Contact Factory or see website to determine stock colours available on specific items. If a nonstick colour or PMS colour is listed, the requested colour will be used and a PMS charge will apply. For specific PMS colour matches, \$30 (G) per colour. Colour matches are not guaranteed due to variations in the inks and raw materials. Contact Customer Service for colour concerns.

ARTWORK STORAGE Artwork will remain on file for 1 year. You must resubmit art after that time.

COPY CHANGES Contact Factory.

PROOFS

Online proofs are no charge. E-mail or fax proofs requested to be sent outside of our online system will incur a **\$10.00 (X)** charge. Contact Factory or see website for information and pricing on other types of proofs available.

CANCELLATIONS OR CHANGES

There will be a minimum \$40.00 (X) charge if an order is cancelled. Customer will be required to pay for all work completed at the time of the cancellation or change. Changes may delay production and shipping. Canceled orders may be subject to a 15% restocking fee.

STANDARD PRODUCTION TIME

Production time begins after receipt of complete order, approved artwork, and credit approval. Contact Factory or see website for production time of specific items.

RUSH SERVICE

For orders requiring less than minimum standard production time, a rush charge may apply depending on production capacity. Contact the factory for production time confirmation and applicable charges.

OVERRUN POLICY

Every effort will be made to ship the exact quantity ordered. The Magnet Group guarantees no short orders. However, we do reserve the right, in accordance with industry standards, to ship a maximum of 5% over the quantity ordered. The quantity shipped will be noted on your invoice and is the quantity that will be billed.

SHIPPING & HANDLING

All shipments are FOB Distribution Centres: Toronto ONT L1N 9K3, Mississauga ONT L4V 1Y6, or Richmond BC V63 1L3. Contact Factory or see website to determine which FOB point applies to your order. Unless shipping methods or instructions are specified, we reserve the right to ship by the most beneficial means of transportation. Standard handling charges per box apply to all shipments, including 3rd party freight arrangements. Complete shipping instructions must accompany each order. Orders will be shipped directly to distributor if "Ship To Address" is NOT provided upon completion of order. Due to variances in freight lines and charges, all freight estimates are estimates only. The Magnet Group is not responsible for final shipping charges.

Freight Carriers:

Freight carriers charge us for address changes caused by incorrect information on purchase orders. Any fees we incur will be invoiced to distributor after we are notified.

Additional Charges:

Additional charges billed to The Magnet Group by carriers due to changes in original shipping agreement will be invoiced to the distributor. This includes incorrect address charges, inside delivery charges or re-consigned freight due to no fault of The Magnet Group.

PAYMENT TERMS Net 30 days. All invoices not paid within terms will be assessed a late payment charge of 1 1/2% per month.

RETURNS All returns must be authorized and accompanied by an RMA#. Any returned items must be packaged to prevent damage in shipment. Items damaged due to poor packaging on return shipment may not be credited. All returned merchandise will be inspected prior to any credit being issued. If no defect is found, merchandise will be returned to the customer at their expense.

SAMPLES We prefer all sample orders to be submitted in writing via fax or email. n Freight will be invoiced unless a third party number is provided.

**All prices in this catalogue are subject to change without notice. Complete General Information is available online at www.themagnetgroupcanada.com.*