

GENERAL POLICIES & GUIDELINES

PRICE QUOTATIONS

Price lists are subject to change without notice.
All quotes are valid for thirty (30) days from quote unless specified.

TERMS OF SALE

Standard Payment Terms are Net 30 days based on credit approval.
Freight Terms are F.O.B. Origin unless otherwise specified in writing by us and stated on invoice. Title and risk of loss or damage pass to the buyer on delivery to the carrier. Choice of carrier is sole responsibility of the buyer.

Any allowable cash discounts are figured on material only. Payment terms are shown on each invoice.

CREDIT APPROVAL

For new customers, Ecological Fibers, Inc. standard credit application should be filled out fully and returned as noted for credit to be established. Credit approval can take up to two weeks depending upon response time of references. On first time purchases requiring manufacture prior to credit approval, check or credit card in advance will be requested. MasterCard, Visa, and Discover are accepted.

CANCELLATIONS

Cancellations are only accepted if notification is received prior to manufacture. If goods are processed prior to receipt of notification, the buyer is responsible for the goods. We reserve the right to manufacture material immediately upon receipt of purchase order.

LATE DELIVERY

Ecological Fibers, Inc. does everything possible to make shipment on acknowledged dates. However, in the event that material cannot ship on the acknowledged date, we will not assume financial responsibility for additional costs resulting from missed ship dates or late delivery or charges incurred for expedited shipping of late delivery.



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MATERIAL QUALITY POLICY

All material shipped from our plants is expected to be used without problem. All products have met or passed specifications set for that particular product. When we convert material at our plant, it has been visually inspected. When shipped from another plant we rely on reports we receive and the quality assurance of our vendors.

We realize that problems can develop. If a problem is found prior to use, notify us at once and we will work with you on the action to be taken. If a problem develops while material is in use and inhibits the proper running of the order, please follow these steps:

1. Stop using the material at once.
2. Determine the cause of the problem.
3. Decide what can remedy the problem.
 - a. Is replacement required?
 - b. Is extra labor required to continue with the material?
 - c. What would be the probable extra cost to run with the material on hand?
4. Call us to report the problem and offer your recommendation for solution.
5. After discussion if there is agreement between us that the material is at fault we will replace the material or authorize use of extra labor, or arrive at some other solution.
6. Should materials be found to be defective and return agreed upon, it is necessary to wait for return authorization to be emailed or faxed to you. Please do not return materials without authorization.

In all cases, we expect our customers will hold costs to a minimum for both of us. Our company policy is that we accept no responsibility for charges beyond the cost of our materials. We do our best to ship only quality goods. If you do run into a problem, the above procedure must be followed.

RETURN OF MATERIALS

Ecological Fibers, Inc. accepts return of materials when no fault is involved within ninety (90) days of invoice - only in unconverted Rolls, in perfect condition and original wrapping, with a 15% restocking fee. Freight charges for return of materials are the responsibility of the buyer/shipper. Damage in transit will be deducted from credited amount. **Converted Items (i.e. rewound, embossed, slit, or sheeted), Non-Stock, and or Special Items are Non-Returnable.**

On all returns, authorization must be applied for. Returns will not be accepted without prior authorization and proper markings as given on the form supplied to you. Any materials returned without prior authorization will be refused at the receiving dock.

In no event will Ecological Fibers, Inc. be responsible for, nor accept return of, items held in customers warehouse for a period of more than ninety (90) days, unless agreed upon in writing.

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CUT SIZE TOLERANCE - PAPER OR CLOTH:

Slit Rolls	+ or - 1/16" allowable on width.
Sheets Untrimmed	+ or - 1/4" allowable on each dimension
Sheets Trimmed	+ or - 1/8" allowable on each dimension - sheets 336 sq. inches up
Sheets Trimmed	+ or - 1/16" allowable on each dimension - sheets under 336 sq. inches

CUT SIZE TOLERANCE - ALPHA PU:

Slit Rolls	+ or - 1/16" allowable on width.
Sheets Untrimmed	+ or - 1/4" allowable on each dimension
Sheets Trimmed	+ or - 1/4" allowable on each dimension - sheets 25" or longer
Sheets Trimmed	+ or - 1/8" allowable on each dimension - sheets under 25" long

BASIS WEIGHT TOLERANCE - PAPER ONLY

+ or - 8% of nominal substance or basis weight allowable.

QUANTITY TOLERANCES

LARGE QTY STOCK RAINBOW® 70, RAINBOW® 80#, RAINBOW® 3, OR EXPOSE®

5,000 - 19,999 lbs.	10% over / 0 under
20,000 lbs. and up	5% over / 0 under

EMBOSSED ONLY ORDERS OF STOCK ITEMS IN MASTER WIDTH

0 over / 0 under

CUSTOM CUT ORDERS - STOCK RAINBOW® 70 AND RAINBOW® 80#

0 over / 0 under

CUSTOM CUT ORDERS - STOCK COATED OR PRINTED MATERIALS

< 3,000 yards	4% over / 0 under
3,000 yards or more	2% over / 0 under

CUSTOM COATED, PRINTED, OR LAMINATED PRODUCTS

(Quantities Shown are Master Width Yards)

One (1) Process Custom

<5,000 yards	10% over/under
5,000- 9,999 yds	8% over/under
10,000- 24,999 yds	5% over/under
25,000 yds or more	4% over/under

Two (2) Process Custom

<5,000 yards	13% over/under
5,000- 9,999 yds	10% over/under
10,000- 24,999 yds	5% over/under
25,000 yds or more	4% over/under

CUSTOM CLOTH PRODUCTS

(Quantities Shown are Master Width Yards)

Under 5,000 yards	15% over/under
5,000 - 9,999 yards	10% over/under
10,000 yards or more	5% over/under

FOR ORDERS REQUIRING NO LESS THAN OR NO MORE THAN - THE ALLOWABLE ONE WAY VARIATION WILL BE DOUBLED.

