

GENERAL POLICIES & GUIDELINES

PRICE QUOTATIONS

Price lists are subject to change without notice.

All quotes are valid for thirty (30) days from quote unless a general price increase occurs, or unless specified.

TERMS OF SALE

Standard Payment Terms are Net 30 days based on credit approval.

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

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. Products are bulk packed on pallets for transportation. If requested to be packed in cartons for courier shipment, Ecological Fibers will not be responsible for damage incurred due to courier handling.

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, late delivery, or charges incurred for expedited shipping .

MINIMUM ORDER QUANTITIES - STOCK

Each stock product price list notes a Minimum Quantity or a Minimum Dollar Amount. Orders received for items with a Minimum Dollar Amount will be shipped at the ordered quantity and invoiced at the Minimum Dollar Amount. Ecological Fibers will not increase quantities to meet Minimum Dollar Amount unless previously agreed upon on writing.

MAKE AND HOLD ORDERS

Make and Hold orders are only accepted when quoted as such. All Make and Hold orders will be issued a date of expiration at order entry which will be noted on order confirmation. Disposition is required for all balances at date of expiration. Any balance remaining after expiration will be charged monthly interest based on value of material remaining.

ORDER CONFIRMATIONS

Order confirmations are emailed to the purchasing contact on all orders. Failure to review or read order confirmations does not negate the terms stated within.

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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 quality problem is found prior to use, notify us at once and we will work with you on 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. Please provide PO # and quantity effected.
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. Return of materials without authorization will be refused.

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, or materials damaged in transit to your facility due to freight



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SIZE TOLERANCE - PAPER* OR CLOTH:

Master Rolls	+ or - 1/8" allowable on width
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
*CompCover 8-1/2 X 11"	+ 1/16" / - 0 allowable on each dimension

SIZE TOLERANCE - ALPHA PU:

Master Rolls	+ or - 1/8" allowable on width
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, EXPOSE

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

CUSTOM MADE DYED THROUGH KRAFT COLORS, SUCH AS RAINBOW® 70, RAINBOW® 80

10,000 – 39,999 lbs.	10% over / 10% under
40,000 lbs. and up	5% over / 5% under

CONVERTED ONLY ORDERS OF STOCK RAINBOW® 70 & RAINBOW® 80 ITEMS

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

500- 999 yds	20% over/under
1,000- 2,499 yds	15% over/under
2,500- 4,999 yds	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

500- 999 yds	25% over/under
1,000- 2,499 yds	18% over/under
2,500- 4,999 yds	12% 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 ALPHA PU

Master Width Yards	
328 yards	30% over/under
546 yards	20% over/under
1094 yards	10% over/under
5468 yards	5% over/under

ALPHA PU CHINA STOCK

Master Width Yards	
328 yards	5% over/under
546 yards	5% over/under
1094 yards	5% over/under
5468 yards	5% over/under

CUSTOM CLOTH PRODUCTS

Master Width Yards	
< 5,000 yards	15% over/under
5,000 yards	10% over/under
10,000 yards+	5% over/under

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

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SAMPLES

We are happy to provide samples of our materials for mock ups and design work. Sample sheets are inventoried in our stock colors in smooth/un-embossed form. Due to the wide range of products and patterns we offer, sample sheets are embossed to order in the pattern of your choice for those items that are available embossed.

Standard Samples FOB Lunenburg MA - 18 x 12" GS

Prestige, Alpha PU, and Rainbow® Cloth products

Rainbow® 70, 80, and 100

Ecoprint I and Ecoprint 7

Flexboard 9

Standard Samples FOB Lunenburg MA - 8-1/2 x 11" GL

Construction Materials

Standard Samples FOB Pawtucket RI - 13 x 20" GL

Rainbow® 70, 80, and 100

Rainbow® Coated Cover Materials

Ecological Fibers will cover ground/economy courier costs for standard size sample sheet requests up to 10 sheets/item. For expedited courier shipment, high volume requests, larger sheet size samples, or roll goods a courier account will be requested for collect shipment or 3rd party shipment.

High volume, roll good, or custom cut to size samples will incur processing charges and will ship collect via the courier of your choice.

11 - 15 Sample Sheets \$75.00

16 - 25 Sample Sheets \$150.00

Smooth/Un-embossed Sample Yardage 1-3 Yards \$75.00

Embossed Sample Yardage 1-3 Yards \$100.00

Cloth & Flocked Yardage 1-3 Yards \$75

Cloth & Flocked Yardage 4-5 Yards \$175

Any requests for samples that exceed the specified quantities above will be considered an order and must meet our published price list minimum order quantities with limited exceptions approved by management.

Custom cut to size sample sheets - Please contact your Dedicated Service Representative for pricing.