

## RGI Publications Policies & Information

Outstanding customer service has always been one of our primary goals, and always will be. Please contact our customer service staff with any questions or comments you have about any of our products or services:

- \* Toll Free: 1-800-317-8723
- \* Fax: 1-913-829-7577
- \* Email: [customersvc@rgipublications.com](mailto:customersvc@rgipublications.com)

Quality service at competitive prices has been a number one priority since the inception of RGI Publications, Inc. However, we reserve the right to change prices without notice, as we deem necessary. RGI Publications also reserves the right to change or correct any catalog errors and update any information in the catalog or website as we deem appropriate.

Terms of payment are 10 days net with approved credit. After 30 days, a finance charge of \$25. If you are paying by check or credit card, your order will be processed upon the receipt of the total balance due. We are required by law to collect sales tax on orders that ship to Kansas.

To establish an account with us, you may contact one of our customer service representatives at the number above, or register online. Establishing an account with RGI Publications, Inc. in advance will allow us to process your orders in a more timely manner.

Partial shipments are sometimes necessary, although we make every effort to ship orders complete. You must agree to accept partial shipments and pay partial invoices within our standard terms of payment.

Return merchandise: We make every effort to make sure you're satisfied with our products and services. If you are not for any reason, please contact your account representative and your complaints will be reviewed immediately. Should it be determined that the merchandise can be returned for a credit, a customer service representative will contact you with further instructions. No broken packages are accepted, and a 15% restocking fee may be applied to your account. A return authorization number must accompany all returns, and custom products cannot be returned. All merchandise must be shipped prepaid—collect shipments will be refused.

Custom products are subject to a 10% overrun or underrun as provided for by industry standards. Invoices reflect the quantity shipped.

Delivery times: Stock items are shipped 24-48 hours from the receipt of your order, provided the account does not have a balance due and/or the credit card has been approved. Custom products ship 7-10 days from the receipt of the print authorization, unless otherwise specified. You're welcome to contact one of our account representatives for details on delivery times for specific items.

Products with trademarked name and logos are available only to the properties that are authorized to use them. When you order from us, you enter into the following liability and copyright agreement:

"Purchaser declares and warrants that the company they represent is the owner of the copyright of all artwork, pictures and text copy that have been submitted for publication in all customer printed products. Furthermore the purchaser or company has the legal authority to and does hereby authorize and grant a non-exclusive license to RGI and its agents, to reproduce and publish all artwork, pictures and text copy, submitted by purchaser (and/or the company purchaser represents) which appear in this product."

Our business hours are Monday through Friday, from 8am to 6pm, Central Standard Time. You may fax or order online 24 hours a day, 7 days a week.

If ordering by mail or fax, please specify billing and shipping information, item number, description, quantity and price. For custom orders, please include your imprint copy. You can mail orders or inquire to us:

RGI Publications, Inc.  
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Olathe, KS 66062