

# General Policies

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<b>Customer Service</b>	Customer service has always been our number 1 goal and always will be. Please contact our customer service staff with any questions or comments using our toll free number: 1-800-317-8723, or e-mail us at <a href="mailto:steveg@rgipublications.com">steveg@rgipublications.com</a> .
<b>Pricing</b>	Quality service and competitive prices have been our number 1 priority since the inception of RGI Publications, Inc. However, we reserve the right to change prices without notice, as we deem necessary.
<b>Method of Payment</b>	Terms of payment are 30 days net with approved credit, After 30 days, a finance charge of 1 1/2% per month on total invoice will be charged. Establishing an account with RGI Publications, Inc, in advance will allow us to process your orders in a more timely manner. To establish an account, contact one of our customer service representatives by calling our toll free number, 1-800-317-8723. If you are paying by check or credit card, your order will be processed upon receipt of the total balance due.
<b>Return Check Service Charge</b>	RGI Publications, Inc., will assess a \$20 charge on all returned checks. This charge must be paid before open account terms are reinstated.
<b>State Sales Tax Information</b>	We are required by law to bill and collect sales tax from customers whose orders ship to the states of Kansas.
<b>Catalog Errors</b>	RGI Publications, Inc., reserves the right to change or correct any errors and update any information in this publication.
<b>Partial Shipments</b>	Though we make every effort to ship orders complete, sometimes we just can't. You must agree to accept partial shipments and pay partial invoices within our payment terms.
<b>Return Merchandise</b>	Every effort has been taken to provide customer satisfaction with our products and services. If for any reason you are not satisfied, contact your account representative regarding your concern and your complaint will be reviewed immediately. Should it be determined that merchandise can be returned for credit, a customer service representative will contact you with the proper procedures, No broken packages will be accepted, A 15% restocking fee may be applied to your account. A return authorization number must accompany your return. Call 1-800-317-8723 for authorization. Custom products cannot be returned unless RGI Publications, Inc. erred in the imprinting. All merchandise must be shipped prepaid. Collect shipments will be refused.
<b>Customized Products</b>	Custom products are subject to a 10% overrun or underrun as provided for by industry standards. The invoice will reflect the quantity shipped.
<b>Liability and Copyright Agreement</b>	I, the purchaser, declare and warrant that I, or the company I represent, am the owner of the copyright, of all artwork, pictures and text copy that I have submitted for publication in all custom printed products, and I have the legal authority to and do hereby authorize and grant a nonexclusive license to RGI and its agents, to reproduce and publish all artwork, pictures and text copy, submitted by myself (and/or the company I represent) which appear in/on and all purchases.
<b>Products with Franchise Identity Trademarks</b>	Products with trademarked names and logos are available only to properties that are authorized to use them.
<b>Delivery Times</b>	Stock items will be shipped 24 to 48 hours from receipt of your order provided your account reflects a zero balance and/or your credit card has been approved, Custom products will ship 7 to 10 days from receipt of your print authorization unless otherwise specified. Please contact an account representative for details of delivery times on items desired.

**You can Call, Fax or Order Online!**