

Custom Media Disclaimer

Custom media orders are non-cancelable and non-returnable. The only exception will be if our customer notifies Touchscreen Technologies, Inc., via email or fax that they wish to cancel the order before it goes on press.

For all new custom orders: A CAD drawing, and/or proof(s), must be approved by our customer before press time is scheduled. Lead times begin when TTI receives the approval(s). If a CAD drawing, or proof(s), has been received, and our customer wishes to cancel the order pre-press, a \$30.00 charge will be assessed to cover the cost of processing the order and producing the CAD/proof(s).

Once a die, plate(s) or non-stock material has been ordered, the custom order becomes completely non-cancelable. TTI's customer will be liable for all costs associated with that order.

Due to the manufacturing process, unless otherwise quoted, TTI's customer agrees to abide by the industry standard 10% over/under run factor. This means if the plant produces a quantity that is within 10% of the quantity ordered (up to the next full roll), at their discretion, the order may be deemed complete. Custom orders may also be quoted as an "exact run", which means the plant will produce the exact quantity requested. In some instances, if the material being used is a non-stock item, the over/under may be 20%. There is a 5-10% up charge for exact run orders, depending on the material being used.

In the unlikely event that a custom item is thought to be defective, TTI, will issue an RMA. Our customer will send a roll (or carton, depending on the situation) back for testing purposes. If the material is found to be defective, or if the item is printed and the color(s) is not correct*, TTI, will replace the item. For material issues, if the material is found to be within manufacturer specification, no replacement or credit will be made. *For printed media, the industry standard is within a ½ shade of the PMS color requested. Exact color matches are available for an additional charge.

Die and plate(s) charges are 1-time costs, unless a change in size or text/graphics, are requested. Dies remain the property of the plant producing the custom media.

Material samples are available for testing before an order for custom media is entered. It is highly recommended that samples be tested prior to ordering. Material suitability is the responsibility of TTI's customer.

All custom orders are treated as "Produce and Ship", which means we will produce and ship the entire order in 1 shipment. Blanket order may be considered on a case-by-case basis. If a blanket order is approved, TTI's customers P.O. must have a final ship date for all remaining custom media. The final date is to be no later than 6 months from the original P.O. date.

I have read, and agree, with the terms stated above

Date