

GENERAL INFORMATION_USA

ACKNOWLEDGMENTS: All orders are acknowledged in writing by IMC. Any changes to an order must also be acknowledged in writing before proceeding with the order.

ARTWORK: Electronic File: Please email artwork and any instructions to customerservice@imc-miracles.com. If logo has been on file for two years or more, artwork must be resubmitted and a setup charge will apply.

ARTWORK CHARGES: If artwork needs to be touched up, reconstructed, converted to a vector EPS, color separated or manipulated in any way, art charges will be incurred. These charges will be acknowledged before proceeding with the order. Artwork that requires manipulation may add additional time to production. Graphic services are billed at \$43.75(G) per half hour. For typesetting requests, there will be a charge of \$18.75(G).

CHANGES OR CANCELLATIONS: Any change to, or cancellation of, an order in process will be subject to all costs incurred to date as well as a \$62.50(G) cancellation charge. Changes to a purchase order must be acknowledged in writing before IMC can resume processing the order.

DISCONTINUED STYLES/COMPONENTS: IMC reserves the right to discontinue any item, packaging, component, or style without notification.

DROP SHIPMENTS: Orders that require shipments to more than one destination are subject to a charge of \$8.00(G) per location. Drop ship address list must be submitted to IMC no later than 3 business days prior to scheduled ship date, MS Excel document preferred.

EXPORT SHIPMENTS: Orders for export requiring documentation will incur a \$30.00(G) handling charge.

IMPRINT INFORMATION: Laser engraved or screened setup is \$62.50(G). All screened re-orders have a repeat setup charge of \$37.50(G). Extra screen color/location or laser location is \$.95(G) per unit plus additional setup charge, except for the following: IMC Plastique Collection (except for the Bocca Fresca Mints), YOROPEN "Standard" and DRIINN, additional extra screen/color/location or laser location is \$.56(G) per unit, plus additional setup charge. For IMC Bocca Fresca Mints, the additional run charge/location/color is \$.24(G).

For ORANGEBAG styles TT-9840, TT-9871, TT-9872, TT-8036 and TT2214, as well as IMC-TB1514, only bold artwork with a one color logo and a minimum of 12 point font size is acceptable. No fine text or graphics.

Standard imprint sizes and locations are featured in the catalog; you must specify on your Purchase Order if a different location or imprint size is desired. Extra charges may apply for imprints larger than those specified in the catalog - IMC will advise before proceeding.

Please note that some products do not laser engrave well enough to meet our decorating standards. Therefore, pad printing/screening is the only decorating method offered on these items. For screened imprint on stock items, except Bocca Fresca Mints, standard colors are white, black, gold, silver, red (PMS 186 or 187), green (PMS 349), yellow (PMS 1235), blue (PMS 286 or 287) and reflex blue. For Bocca Fresca Mints, standard colors are white, black, red (PMS 185), dark blue (PMS 301), Maroon (PMS 228), Orange (PMS172), reflex blue, green (PMS 355), purple (PMS 266), light blue (PMS 072), magenta (PMS 2593), brown (PMS 175), pantone warm red, pantone rubine red, pantone rhodamine red, pantone green, pantone violet and pantone yellow. Exact PMS color matches are not available due to the finish and nature of the products. We will match your color selection as closely as possible using the PMS Book as a reference. Due to wear, IMC cannot guarantee the life of a screened imprint on keyholders.

Catalog images are not necessarily to size. They illustrate basic styling and workmanship only. Imprint and product color variations may occur from the catalog to final product due to lighting and angle of photography.

Imprint sizes given for products are approximate and can vary depending upon logos. Larger imprint areas are available on some items for an additional charge.

LARGE QUANTITY PRICING: For quotations on quantities above those shown in the catalog, please contact IMC.

LESS THAN MINIMUM: Less than minimum add \$43.75(G). This charge will also apply when combined product is being purchased with different logos. For example: If 25 frames are purchased with one logo and 25 frames with a second logo on the same order, this charge will apply for each set of 25 frames. For Ad-Tek Specialty products, less than minimum is \$43.75(G) and minimum quantity is 50% of the first column quantity.

OVER/UNDER RUNS: A 5% over or under run will deem the order complete. For exact quantity orders, please add 5% to the price of the item. Contact IMC for details.

PACKAGING: Bulk, in master cartons. Custom packaging is available at an additional cost. Contact IMC for special quotations based on individual requirements. IMC reserves the right to change packaging style and/or color at any time.

PERSONALIZATION: Most IMC in-stock items can be personalized with a one line/name laser engraving only. Finishes requiring screened imprint only cannot be personalized. Add \$1.80(G) per line of copy. All personalizations must be provided in a MS Word document. If labels are requested for individual boxes, there will be an

additional \$.15(G) charge per piece and labels must be provided at the time the order is placed.

PERSONALIZATION TYPESTYLES:

1. **Arial** 2. **Arial Italic** 3. **Times Roman** 4. **Times Roman Italic** 5. **Brush Script**

FSP PROGRAM: (Free Laser Setup and Personalization of Name or Initials)

7-10 business day production. Free setup applies to laser logo and laser personalization. Laser logo and personalization, as well as sandblasted personalization, are available at no charge if engraved on same side as logo. 7-10 business days production time can be met only if purchase order is submitted complete with correct style number(s), description, quantity, pricing, decorating and shipping instructions, artwork is provided in an acceptable format (see ARTWORK), and no pre-production sample is required. For a pre-production sample, add \$37.50(G), and additional 7-10 business days to production. If a paper proof is requested, approval is required within 48 hours. Production commences upon receipt of paper proof approval. Price includes a one location laser/sandblast logo, or one color screened imprint. For additional laser location add \$.31(G). For all screened and sandblasted FSP items, add a setup charge of \$47.50(G). For additional sandblast/screen location/color add \$.31(G) plus setup charge. Rush service is not available. Less than minimum (1-49 units) add \$43.75(G). Personalization sticker can be applied to exterior packaging for \$0.15(G) per name. Labels must be provided at the time the order is placed.

PRICING: All prices are subject to change without notice. Product pricing on the IMC website will prevail. All pricing must be verified and confirmed by IMC. IMC is not responsible for errors and omissions by online research tools.

PRODUCTION TIME: Standard production time is 5-7 business days from receipt of completed purchase order, acceptable artwork (see ARTWORK), and paper proof approval (if requested) except for FSP items (see above for FSP production), ORANGEBAG and CAFFE D' AMORE collection (which have a standard production of 7-10 business days), LOGO IN MOTION, HIGHWAVE, KIKKERLAND, RAKASTAKA, VISCONTI, FJADER and select MOMA products (which has a standard production of 10 -12 business days) and Designer Branded Product (CERRUTI, UNGARO, JEAN-LOUIS SCHERRER, CHARLES JOURDAN and SMALTO), LEXON, LUIGI BORMIOLI AND REDWEAR (embroidered items only) which has a standard production of 12-14 business days. If pre-production sample is requested, this will add additional time to the production schedule. Normal production time for custom imported items is 75-95 days after IMC receipt of artwork. Every effort is made to deliver merchandise within the stated time frame. However, we are not responsible for our inability to fulfill orders due to strikes, acts of God, customs clearance, material shortages, or other circumstances beyond our control.

PROOF SAMPLE PRIOR TO PRODUCTION: Upon request, a pre-production paper proof will be prepared for \$15.00(G). Revisions to paper proof \$10.00(G) each additional change. An actual pre-production sample can be prepared with a handling charge of \$37.50(G) plus the standard order setup charge and the cost of the item. Proof samples can add 1 to 4 weeks to any given delivery, call IMC for details.

REFILL INFORMATION: NSS-W9424, FST-W8214, NST-W8304, NST-W7304, NSN-W7304, NS-S5550BP (ballpoint), NSL-W7304, USO-W7404, USN-W7304, UST-W7034, SW-W4834, JSV-W7504, FST-W7304, IMC-W0241B/SL/SS, IMC-W0403G, IMC-W108, IMC-W110, IMC-W135C, M-W216, IMC-W218SB, IMC-W241MS, IMC-W255B/BR, IMC-W450SC, IMC-W47S/BL, IMC-W54S, IMC-AW567B/BL, IMC-W62BL/G, IMC-W611, IMC-W628, IMC-W729, IMC-W812, IMC-W827, IMC-W919, IMC-W92BL/BR, IMC-W9420ST, M-W981B, M-W981S, M-W984B, M-W984S, IMC-AW3121, IMC-W3584, IMC-AW8001, IMC-W814, IMC-W605B, IMC-AW8711, M-W4801, VISCONTI (Ballpoints) and TONINO LAMBORGHINI will accept Parker PKR 800421, PKR 30315; Diplomat D10210 or D1022 refills.

IMC-W310, IMC-W460, IMC-W510, IMC-WTQSC, IMC-W610P/R, IMC-W718B, IMC-W912, IMC-AW5B/BL/SR, IMC-AW795A, and LOGO IN MOTION pens will accept Eversharp SMB, or SCN4F/2; Cross 8004-12 refills.

NSS-W9575, NSS-W9425, NSN-W2315, NSS-W8405, NSV-W7505, NST-W8305, NS-W3805, NS-S5550BP (rollerball), USO-W7405, USN-W7305, UST-W7035, SW-W9925, SW-W4835, JSV-W7505, FST-W7305, FST-W8425, FST-W8215, IMC-W311, IMC-W400, IMC-W563RGU, IMC-W58, IMC-W922SM, IMC-W3581, IMC-AW8004, IMC-AW8714, and VISCONTI (rollerballs) will accept Diplomat 903254 or D10615 refills.

IMC-W305C, IMC-W78G, IMC-W87H/S and FJADER will accept Staedtler 930 refills.

VISCONTI fountain pens accept any standard ink bottle.

Rollerball refills are not inserted into cartridge in order to prolong the life of the refill. If refills are requested to be inserted, there will be a \$.12(G) charge per piece. FJADER branded refills (black or blue ink) may be purchased from IMC at \$2.00(C) per refill.

YOROPEN “Executive” refills Y-EBR-BK: black ink, \$4.50(C) per refill.

REPLACEMENT CARTRIDGES: At the time of printing, the replacement cartridges shown in this catalog conformed to the entire IMC writing instrument line. IMC reserves the right to make changes to the construction of its writing instruments and therefore may negate the replacement cartridges shown.

RETURNS: Returned merchandise will not be accepted without prior written IMC authorization. Unimprinted merchandise must be returned within 30 days from the purchase date, and there is a 10% restocking fee plus the cost of any damaged goods.

IMC must be notified within 15 days from receipt of shipment of any damage or shortage of goods.

RUSH ORDERS: Rush service is available on all select in-stock items provided purchase order is complete and correct art is supplied. For 3-4 business day production, add rush charge of \$50.00(G) to the order. For 2 business day production (available for laser engraving only), add rush charge of \$100.00(G). Rush service for LOGO IN MOTION is 5 business days. However, during peak times and depending on quantity ordered, rush production time may increase and additional rush charges may apply. Rush service is not available for FSP, ORANGEBAG, Designer Branded Products (CERRUTI, UNGARO, CHARLES JOURDAN, JEAN-LOUIS SCHERRER AND SMALTO), CAFFE D'AMORE, TONINO LAMBORGHINI, LEXON, LUIGI BORMIOLI, HIGHWAVE, KIKKERLAND, RAKASTAKA, VISCONTI, FJADER, and select MOMA products.

SALES TAX: Sales tax will be charged on all orders sold, or shipped, to California, Michigan, New Jersey, New York or Texas unless the appropriate Sales/Use Tax certificate for the applicable state is on file with IMC's Credit Department.

SAMPLES: Random samples of in-stock IMC, DRIINN, YOROPEN "Standard", ORANGEBAG, LOGO IN MOTION, FINELIFE, RAKASTAKA, LEXON, HIGHWAVE, AD-TEK SPECIALTIES, KIKKERLAND, BLUE SQUARE, CAFFE D'AMORE, select HEROIKA and MOMA product (excluding M-P3856, M-P3848, M-P3852), are billed at the end column price, plus freight, and are not returnable for refund.

Random samples of WATERFORD WRITING INSTRUMENTS®, Designer Branded Products (CERRUTI, UNGARO, JEAN-LOUIS SCHERRER, CHARLES JOURDAN, SMALTO), HAMPTON CLOCKS, YOROPEN "Executive", FJADER, TONINO LAMBORGHINI, SHERPA, HEROIKA "Mobile Series", LUIGI BORMIOLI, VISCONTI WRITING INSTRUMENTS and select MOMA Crumpled Paperweights are not available. However, blank samples between 1-3 units are available. Please contact IMC for pricing. Blank samples of Bocca Fresca Mints are not available. Random samples only. Blank samples of FSP products are available; however ship date is 5 business days from receipt of purchase order. IMC stocks random samples of engraved pen barrels for MARQUIS by WATERFORD® WRITING INSTRUMENTS and plates for the HAMPTON CLOCKS. These can be requested and are offered at no charge to the distributor to show engraving capabilities.

All blank samples may be returned within 30 days of purchase date provided product is returned in pristine condition (at IMC's discretion) in the packaging in which the product was received. The customer is responsible for freight to ship the sample(s), as well as the freight back to IMC. Blank samples of Caffe D'Amore cannot be returned.

SHIPPING: All shipping weights shown in this catalog are approximate. There is a \$1.88(G) charge per carton for freight and handling. All ceramic drinkware and glassware (excluding Luigi Bormioli glassware) requires additional packaging to protect against breakage from parcel carriers (UPS, FedEx, or any other freight carrier shipments).

Therefore, a \$4.50(G) packaging charge per shipping carton applies, and the \$1.88(G) per carton freight and handling charge is excluded for these items only. All cartons containing merchandise valued in excess of \$100.00 will be insured and charged as freight and handling. If the freight charge is billed to a third party account, the declared value of the carton will be forwarded to the carrier to be charged to the third party account. All merchandise is shipped FOB Los Angeles. Unless a specific method is indicated with the order, we will use our judgment and ship via the best and most suitable means of transportation. Delivery address changes must be submitted in writing no later than 3 business days prior to scheduled ship date. All efforts to accommodate last minute changes will be attempted. Upon notification by carrier, additional charges for residential delivery, address correction or incorrect account number will be invoiced at \$6.25(G), \$12.50(G), and \$20.00(G) respectively. International shipments bill to third party carrier account and require U.S. company account number for shipping and brokerage charges and V.A.T. importer number, R.F.C. number, or tax identification number for duty and taxes. Any trailing charges will be invoiced after carrier invoice is processed.

SPECULATIVE SAMPLES: A spec sample can be produced for \$62.50(G), plus the cost of the item at EQP. The cost for an additional spec with the same method of imprint (up to two pieces without an LTM charge) is the cost of each item at EQP.

If an additional imprint method is required, an added charge of \$62.50(G) applies and \$31.25(G) for LOGO IN MOTION. For multiple screen imprint colors, additional setup and run charges apply.

For the Bocca Fresca (mints & toothpicks Fresh Mouth Kit) Collection, spec samples may be produced at \$27.50(G) for up to five mint specs (one style only) with the same one color imprint. If an additional logo or color is required, each additional logo or color will be \$27.50(G). If an additional style is required, there will be an additional \$27.50(G) charge.

For WATERFORD WRITING INSTRUMENTS, VISCONTI WRITING INSTRUMENTS, and LUIGI BORMIOLI, spec samples may be produced for \$62.50(G) for up to two pieces without a less than minimum charge, plus the cost of each item at the first column price.

BLACKPEN spec samples may be produced for \$62.50(G) for up to three pens with the same size logo and imprint method and color. Each additional item billed is the first column price. If an additional imprint method is required, there will be an added charge of \$62.50(G), and \$31.25(G) for LOGO IN MOTION. For multiple screen imprint colors, additional setup and run charges apply.

LOGO IN MOTION spec samples may be produced for \$62.50(G) for up to two pens with the same size logo and imprint method and color. Each additional item billed is the first column price. If an additional imprint method is required, there will be an added charge of 31.25(G). For multiple screen imprint colors, additional setup and run charges apply.

Spec samples of CLEARAWARD may be produced and billed at the first column price, plus setup. Spec samples of the MOMA Crumpled Paperweights are not available as these are only sold blank.

For REDWEAR spec samples, please contact IMC.

TERMS: Terms will be extended to those companies whose credit standing has been approved by IMC. A line of credit cannot be established, nor can terms be extended without IMC's credit application and resale certificate being completed, signed, returned and processed prior to shipment of your first order. VISA®, MasterCard® and Discover® credit cards will be accepted for payment of deposits prior to shipping and open invoices upon the completion and return of an approved credit card authorization form.

TRADEMARKS/LOGOS: IMC assumes no responsibility for determining who does or does not hold claim to a trademark or logo. Logos or trademarks depicted herein are to show design capability only. These designs are not available for sale and do not imply endorsement of any product within this catalog. Logo-bearing merchandise can only be purchased by or through the company to which the logos or symbols belong.

WATERFORD® WRITING INSTRUMENTS and the Seahorse design are registered trademarks of Waterford Wedgwood plc, Kilbarry Waterford, Ireland used under license to Hampton-Haddon Marketing Corporation.

MARQUIS BY WATERFORD® WRITING INSTRUMENTS and design are registered trademarks of Waterford Wedgwood plc, Kilbarry Waterford, Ireland used under license to Hampton-Haddon Marketing Corporation.

UNIMPRINTED MERCHANDISE: Deduct \$.19(G) per unit from column price (excluding the MOMA Crumpled Paperweights). Unimprinted Bocca Fresca Mints and Driinn are not available.

VIRTUAL RENDERINGS

Virtual renderings can be produced for \$31.25(G) for one item with a one location laser or one color screened logo. For each additional item with the same logo, there will be a \$12.50(G) charge

WARRANTY: All IMC products are manufactured to the highest standards, using the finest precision-tooled components available. All IMC products are guaranteed against mechanical or structural failure regardless of age and will be replaced when returned to IMC. In all cases, this warranty does not apply to the product finish, logo imprint, willful or unintentional misuse or damage, loss or theft. IMC cannot replace the product with a corporate logo on it or guarantee the availability of the exact item. If the item is no longer available, IMC will substitute it with a similar item of equal value. This warranty gives you specific legal rights, and you may also have legal rights that vary from state to state.

WATERFORD® WRITING INSTRUMENTS

DECORATION: An intricate laser or screening process is used to replicate your corporate identity on each writing instrument. Plated finishes can be screened or laser engraved. Lacquered finishes must be screened only.

PERSONALIZATION: Waterford® Writing Instruments and Marquis by Waterford® Writing Instruments with plated finishes can be personalized with laser engraving. Waterford® Writing Instruments and Marquis by Waterford® Writing Instruments with lacquered finishes cannot be personalized. Add \$1.80(G) each for personalization.

PRESENTATION: All Waterford® Writing Instruments and Marquis® Waterford Writing Instruments are received in a beautiful gift box ready for that special presentation.

ADDITIONAL CHARGES: Prices include a single location, laser engraved imprint. For Waterford® Writing Instruments and Marquis® by Waterford Writing Instruments, deduct \$.45(G) for orders of 25 or more blank Claria or Arcadia pens. Deduct \$.45(G) for all orders of 5 or more blank Waterford® Writing Instruments. Setup charge is \$62.50(G). Additional laser location is \$.95(G) per unit plus setup. Personalization is priced at \$1.80(G) each. Pre-pro sample are \$37.50(G) plus setup and unit cost. For speculative samples, please see above.

OVERRUNS: For all Waterford product, overruns will be shipped only if stated on purchase order. Costs of product and freight will apply.

REFILLS: It is recommended to use only Waterford® Writing Instrument refills. Refills for all Waterford® Writing Instruments and Marquis by Waterford® Writing Instruments (ballpoint, rollerball, and fountain pens) can be obtained from IMC.

Ballpoint

RF26: Sold in package of two (BE=blue, BK=black) \$5.00(C)

Multifunction

RF27: D-1 Sold as each (BK=black, RD=red) \$1.50(C)

Rollerball

RF36: Sold in package of two (BE=blue, BK=black) \$8.00(C)

All standard rollerball pens use water based liquid ink. Evaporation of the ink supply can occur if ink supply is left uncapped for an extended period of time.

Capless Rollerball

RF33BK: Sold in package of two (black only) \$4.00(C)

Fountain Pen

Sold in carton - (10 boxes of 6) RF/40 (BE=blue, BK=black) \$20.00(C)

Fountain pens have two ink supply systems: individual cartridge ink or bottle ink. It is very important to use only Waterford® Ink Cartridges. If the replacement ink cartridge is too small or too large in diameter, it is possible for leakage to occur.

Pencil

Use standard .5 mm lead size, available at most stationery/office supply stores. An eraser fits into the top of the inner pencil cartridge mechanism.

WARRANTY: Waterford® Writing Instruments are guaranteed for life against mechanical defects. Excluded from this warranty is damage that has occurred as a result of impact, misuse, abuse, or unauthorized service. The pen will either be repaired or replaced at the warrantor's option. If the pen model is no longer in production and is not repairable, a pen of comparable value will be provided. This limited warranty gives you specific legal rights that may vary from state to state.

Marquis by Waterford® Writing Instruments are guaranteed for three years against mechanical defects. Excluded from this warranty is damage that has occurred as a result of impact, misuse, abuse or unauthorized service. The pen will either be repaired or replaced at the warrantor's option. If the pen model is no longer in production and is not repairable, a pen of comparable value will be provided.

For repair of your writing instrument, please forward your writing instrument, along with a detailed description of the problem and \$7.50 in check or money order for shipping and handling to the address below. Special pre-addressed repair envelopes are available from most Waterford® Writing Instrument dealers. To provide for safe return of the writing instrument, please use a special repair envelope or protective wrap in a suitable shipping carton.

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Philadelphia, PA 19144
Tel: (888) 300-1909
Tel: (215) 438-9060
Fax: (215) 438-8265
email: waterfordpens@hamptonhaddon.com

CARING FOR WATERFORD® WRITING INSTRUMENTS: With just a little care and attention, a Waterford® Writing Instrument is assured a long and fully functioning life. To clean the exterior, wipe it gently with a dry, lint-free cloth. Look after a Waterford® Writing Instrument as with any valuable object and it will provide a lifetime of service.