



terms & conditions

Pricing

Due to the volatility in the cost of raw materials, the prices at www.endurapack.com are subject to change at any time and without notice. [Contact EnduraPack](#) for most up-to-date information.

Production Time

Typical production time is 10 working days on repeat orders and 15 working days on new orders. However, these times may vary due to the volume of business we are working on. Rest assured, we want your business; so if you have a sure-dated event order, or even one which needs to ship before the above production time, [contact us](#). Air shipments may be required in order to meet sure-dated orders, but we'll discuss this together. Non sure-dated orders are approximate and all efforts will be made to maintain these dates. Sometimes things just happen in the manufacturing process and delays sometimes occur. Our work is customized for you and only for you. So merchandise manufactured must be accepted whether or not these dates are maintained.

Rush Orders

Some items in this catalog are available in 3-5 day production. A rush charge of \$125.00 will apply once order and schedule are accepted.

Proofs

On new orders, PDF color layout proofs are submitted via e-mail. No charge. We'll need your approval before we can begin production. Digital color-key proofs, if required, are available at an additional charge of \$150.00 net. For certain items, pre-production sample proofs are available at an additional cost. Contact [EnduraPack](#) for details. Questions on plate charges must be settled before proof is approved. EnduraPack's liability for accuracy of printed material ends with the customer's approval of the proof.

Shipping

EnduraPack operates manufacturing facilities in New York, Michigan, California, and various locations in China. For approximate freight quotations, please contact [EnduraPack](#). Unless otherwise notified, we will select the most appropriate shipping method for your order, including common carrier, UPS or other methods. If you have a specific carrier or request for third party shipments, just let us know and we will accommodate you. Please note that freight quotes are only estimates and are subject to change without notice.

Drop Shipments

Shipments to multiple destinations will be charged as follows: If a shipping manifest is supplied, listing each destination with the number of cartons going to each destination, along with shipping labels for each carton required, the charge is \$10(V) per destination. If labels and manifests are not supplied, the charge is \$20(V) per destination. On drop ship locations requiring 25M or more bags *per destination*, there will be no drop ship charge. Partial cartons require special packing and may be available at an additional charge.

Cancellations

There will be a \$75 charge for any order cancelled. This will be in addition to any artwork, plate or other material and/or labor costs incurred at time of cancellation.

Returns

No item may be returned without an approved return authorization form and authorization number. All shipments will be inspected upon receipt. Returns are subject to a 15% restocking fee.

Over-runs / Under-runs

Due to the nature of manufacturing, all orders are subject to +/-10% over-run or under-run. All invoices will be rendered for actual (total) quantity shipped. Any special arrangements must be [discussed with us](#) before order is accepted (absolute minimum requirements or client budgetary restrictions, etc.).

Bag Colors

Stock bag colors shown in this catalog are illustrative only. Actual bag colors will vary.

Process Printing

4-color process printing requires prior approval of artwork and special quotation. [Contact us](#) for more information.

Eyepots

A small, solid, rectangular box may print at the bottom corner on one side of each printed bag. This box, known as an eyepot, is necessary for bag-making operations. For more information, [contact us](#).

Note

No estimation given by EnduraPack personnel will be considered official until we are in possession of the actual art submitted and until firm art and plate charges are given with the pre-production proof. No plate charges are considered official until the customer approves the pre-production proof in writing.