

WHEN ORDERING

Placing Orders

- Orders can only be faxed or emailed to minimize errors. Verbal orders are not accepted.
- All order changes, including shipping instructions, must be confirmed in writing.
- Submission of orders infers that product has been tested and accepted in actual end-user environment.

Cancelling Orders

- Stock Orders: Ship within 24 hours. Cancellations must be received in writing.
- Custom Orders: Cancellations must be received in writing. Any expense incurred up to that time by I.D. Images will be invoiced to the customer.

Invoicing

- For invoice discrepancies, contact I.D. Images immediately. Do not adjust invoice without prior approval from I.D. Images.
- Claims for billing discrepancies or pricing errors must be made within 15 working days of invoice.

Shipping

- All products will ship via our carrier, unless otherwise noted on your purchase order.
- Freight from I.D. Images is F.O.B. Brunswick, OH 44212. I.D. Images will assume no responsibility for loss or damage.

Terms

- We accept Visa, MasterCard, and American Express.
- No discounted terms with pre-pay or credit card 1% 15 Net 30 from Invoice date.

Return Authorization

- Please call our office to have the return authorized prior to returning the goods. There will be no credit issued without prior approval. The RA# must be listed on the outside of all boxes and on the packing slip or they will be refused.
- A 20% restocking fee will apply.
- I.D. Images reserves the right to refuse or issue credit on returned damaged goods due to improper packaging.
- NO RETURNS will be accepted after 90 days.
- NO RETURNS on custom products unless there is a quality issue taken up with our Continuous Improvement Team at improvement@idimages.com and an RA# is issued.
- RA numbers are only good for 30 days.

I.D. IMAGES SELLS EXCLUSIVELY THROUGH DISTRIBUTORS

A Complete List of Policies is Available Upon Request

PHONE 866.516.7300 **WEBSITE** WWW.IDIMAGES.COM **EMAIL** CUSTOMERSERVICE@IDIMAGES.COM