

## ORDERING INFORMATION

- All orders should be placed through your Avery Dennison Window Films Customer Service Representative by phone: 1-800-660-5559; email: [windowfilm.orders@averydennison.com](mailto:windowfilm.orders@averydennison.com)
- All purchase orders must include a PO # and part numbers for the items which you are purchasing
- Same day shipping is available for Drop Ship orders placed before 4:00pm EST if stock is available but is not guaranteed. Please let Customer Service know if same day shipping is requested.
- Any stocking order placed before 4:00 pm EST will ship the following day if stock is available
- Order acknowledgements will be e-mailed following order entry
- Order Entry/Shipping Errors - sixty (60) days from invoice date to make claim
  - Example: Item entered incorrectly by customer service or item shipped incorrectly
- Orders for stock items may be canceled until 2:00 p.m. EST on the day of shipping. This is not guaranteed.
- Any special shipping requests may be requested via customer service but are not guaranteed
- All special pricing requests must be pre-approved by Avery Dennison product management and communicated through your Avery Dennison sales representative
- All orders are subject to Avery Dennison's standard terms and conditions of sale located at:  
<https://graphics.averydennison.com/en/home/resources-and-learning/terms-and-conditions.html>

### Backorders

- Avery Dennison will pay for the freight of backorders, regardless of the original order quantity. The standard shipment method will be UPS Ground unless otherwise requested and approved; expedited shipping may be requested at your expense. In the instance where a backorder is required, a revised acknowledgement will be e-mailed to you. Backorders will ship automatically; should you no longer require the order and need to cancel, customer service must be notified before the expected shipment date on your most recent sales acknowledgement.

### Packaging Information

- Standard packaging is used but can vary depending upon format, size, and quantity of material to be shipped
- Non-standard packaging requests require special quotation and are subject to upcharges. Avery Dennison needs to review and approve all special packing requests for feasibility.

## Freight

- Prices are F.O.B. Point of Shipment, freight billed on invoice to destination. Orders of \$2,500 or more (exclusive of special service charges, handling, tax, etc.) will be shipped freight prepaid and allowed
- All requested air shipments require written confirmation from the Purchaser, and Purchaser is responsible for air freight charges
- Carrier and routing of shipments is at Avery Dennison's discretion; routing at the discretion of the Purchaser will be at the Purchaser's expense and responsibility
- Separate purchase orders shipping from the same Avery Dennison facility cannot be combined to meet the freight minimum of \$2,500.

## Drop Ship Policy

- To accommodate our customers, Avery Dennison offers a drop shipment policy for finished good items up to the term of your agreement
- Drop shipment orders must be submitted under separate purchase orders for each individual delivery location
- All requested air shipments require written confirmation from customer, and customer is responsible for air freight charges
- Bulk rolls are not eligible for drop shipment
- Orders may be drop shipped to domestic U.S. locations only
- Drop ship orders to international locations, including Canada and Mexico, are not available
- Drop ship orders can be accommodated from domestic U.S. distribution centers only
- Avery Dennison Graphics Solutions is unable to accommodate Purchaser order pick-up
- Avery Dennison Graphics Solutions is unable to ship to a PO Box

## **CLAIMS AND RETURNS**

### Pricing Claims

- Ninety (90) days from invoice date to make a claim

### Returns: Defective Material

- All claims must be reviewed with Quality ([windowfilm.quality@averydennison.com](mailto>windowfilm.quality@averydennison.com)) prior to authorization of return, issuance of credit or authorization of replacement order
- All returns require authorization from Avery Dennison's quality team and Purchaser must have received a Return Materials Authorization (RMA) from Avery Dennison prior to return shipment
- All returns must be received by Avery Dennison within thirty (30) days from date of RMA, otherwise they will be considered closed

#### Returns: Overstock

- All sales of overstock products are final, including those that are refused shipments. At the sole discretion of Avery Dennison, stock product returns within sixty (60) days of shipment may be authorized subject to the following conditions:
  - All returned products are subject to a \$25.00 flat fee or 20% restocking fee, whichever is greater
  - Credit on returned products will be based on the lower of purchase price or current price
  - Products must be current products of cataloged items that have been maintained and stored according to Avery Dennison's guidelines.
  - Products must be in saleable condition
  - Returns must be approved and pre-authorized in writing by Avery Dennison prior to shipment with a RMA
  - Transportation charges must be prepaid at Purchaser's sole expense
  - Products must be returned to Avery Dennison
  - Purchaser may not keep defective material for which an RMA has been provided

#### Returns: Transit Damage

- Shipping is F.O.B Avery Dennison's shipping point is our term of sale. Title and risk of loss to all products purchased shall pass to Purchaser upon placement of the Products on a common carrier at Avery Dennison's shipping point, regardless of the freight terms stated or method of payment of transportation charges.
- It is the responsibility of the Purchaser to receive the entire shipment as tendered and note on the freight bill if any portion is missing or damaged upon delivery
- Within three (3) days of receipt of the shipment, any concealed damage should be reported to Avery Dennison. Retaining the entire package is necessary until after a concealed damage inspection report is issued by the carrier
- Speed is of utmost importance. Prompt inspection, as well as prompt filing of the claim, with all necessary documents will facilitate fast settlement. NOTE: Without the appropriate paperwork, credit can not be issued
- All claims must be accompanied by a copy of the freight bill with notation of damage or shortage, the date, time, receiver's name and photograph of the damaged products. Send a copy of the inspection report to [graphics.quality@averydennison.com](mailto:graphics.quality@averydennison.com) and retain copies for your files
- Avery Dennison is not responsible for any damage or shortage on collect shipments.

## Warranty Claims

- A copy of the warranty form must be submitted to Avery Dennison within sixty (60) days of the conclusion of an installation project. Copies of warranty forms should be submitted directly to [windowfilm.quality@averydennison.com](mailto:windowfilm.quality@averydennison.com)
- All warranty claims must be received by Avery Dennison within sixty (60) days after the Purchaser learns of the facts upon which the claim is based and within the warranty period.
- All warranty claims must conform to the terms and conditions outlined on the warranty form at the time of submission in order to be considered for credit. All warranty claims must be submitted via a customer claim report to [windowfilm.quality@averydennison.com](mailto:windowfilm.quality@averydennison.com)

## **CUSTOM ORDER INFORMATION**

### Order Cancellation/Change

- Custom product orders cannot be canceled or changed after confirmation of the order
- Custom finish orders can be changed up to the time of converting
- Increase to order volume will require a new order

### Custom Slitting

- Custom slitting is available upon request when noted on the purchase order
- Customer is responsible for purchasing the entire roll

### Custom Roll-Down

- 100' rolls can be custom cut down in 25' increments
- Purchaser is responsible for purchasing the entire 100' roll
- Subject to \$20 upcharge