

Save even more when you combine products!

All IMC Marks products can be combined for quantity discounts- in one shipment, to one destination.

FREIGHT

- FOB shipping point, freight collect
- FULL FREIGHT ALLOWED & PREPAID on all orders \$ 500 net & over.

Note: Freight allowances apply only to Continental U.S.A. borders.

PRICING

- All orders will be billed at the case price.
- The each price is to be used for reference only.

TERMS: 1% 15 days from date of invoice, net 30 days.

PACKAGING

- Shipments will be in standard case quantities only.
- Orders for less than standard case quantities will be filled to the next higher case quantity.

REPORTING SHORTAGES

{Incomplete/Shortages for Prepaid and PPD/Add Freight Shipments}

- ✓ If your shipment arrives incomplete, please check the contents against the packing slip for any backordered items; next verify the number of cartons against the carton count on the bill of lading.
- ✓ IMC MARKS, LLC must be notified of all potential claim issues no later than 5 business days after the receipt of the shipment. Customer must properly notate/sign the carrier's bill of lading for applicable shortages at time of receipt/delivery.
- ✓ If there are any discrepancies, please contact an IMC Marks, LLC customer service representative at 330-321-2768 so that we may resolve any issues.
- ✓ Claims filed after 5 business days or without properly signed paperwork are subject to refusal.
- ✓ DAMAGED SHIPMENTS
- ✓ Damaged Merchandise – Parcel Shipments (Prepaid and PPD/ADD Freight shipments only).
- ✓ If a Parcel shipment arrives with visible damage, refuse the shipment claiming, "Package received damaged" and call IMC MARKS, LLC 330-321-2768 to request a replacement. We will initiate a claim with the carrier, and enter a new order for the merchandise.

PARCEL SHIPMENT

If a Parcel shipment arrives with hidden damage, follow these steps:



2012 IMC Marks, LLC
07182012-R1 Qty: 1000

- ✓ Inspect the contents to determine the extent of the damage.
- ✓ Keep the entire original packaging intact for the carrier's inspection, without it we cannot file a claim.

DAMAGED MERCHANDISE-TRUCK SHIPMENTS

(Prepaid and PPD/ADD Freight shipments only)

- ✓ If a truck shipment arrives with visible damage, sign the delivery receipt "shipment received damaged", specify the number of damaged carton/pieces. Visible damage must be noted/signed by the customer and the carrier at time of receipt/delivery.
- ✓ Inspect the balance of the shipment to determine any hidden damage claim within 5 business days of the delivery.
- ✓ Must keep all of the original packaging intact for the carrier's inspection, without it we cannot file a claim.
- ✓ Call IMC MARKS, LLC at 330-321-2768 and we will initiate carrier inspection and claim with the carrier provided we are notified within 5 business days of receipt.

RETURNS

- ✓ Notify an IMC MARKS, LLC customer service representative at 330-321-2768 for a Return Material Authorization number (RMA #). IMC MARKS, LLC must be notified of all potential returns no later than 5 days from receipt of shipment. Authorized returns are subject to a repacking and handling charge of 25% of the net value of the goods plus transportation.
- ✓ To insure a quick turnaround please write the RMA # on the outside of all packages.
- ✓ With the RMA # we will provide/designate the proper carrier to use for the return.

In order to expedite credits for your Authorized Return we ask that all return shipments be sent to the address below, regardless of the original shipping address.

IMC Marks, LLC

7937 Wadsworth Road

Guilford Tsp, OH 44256-9759

Shipments returned without prior authorization will be refused.

MINIMUM SHIPMENT: No Minimum

Please contact your local sales representative or our customer service department for more information on all our products. All prices subject to change without notice.

IMC Marks, LLC
7937 Wadsworth Road
Guilford Twsp, OH 44256-9759
USA
FAX: 330-232-8576
Office: 330-321-7897