



Terms & Conditions

Ordering:

Orders may be placed via fax, email or mail.
We are not responsible for typographical errors.

Payments:

VISA, MasterCard and American Express are accepted.
Net 30 days from the date of invoice for established accounts.
A NSF fee will be charged for each returned check.
We reserve the right to change the credit status of a buyer or request cash payment in advance of shipment.

Pricing:

Prices are subject to change without written notice.
Repairs/refinishing will be 2/3 of the original price, if repairable.

Shipping & Handling:

All shipments are F.O.B. California manufacturing facility by FedEx or USPS.
Shipping costs are invoiced to the buyer.
Any other method of shipment may be subject to an additional handling charge.
A 2% Handling charge applies per order (minimum charge of \$5).
A 4% International handling charge applies per order (minimum charge of \$5).
A 3% Handling charge required per order on all pick-ups (minimum charge of \$5).

Insurance:

All items will be insured at full invoice price unless otherwise requested by the customer.

Claims:

Claims for merchandise damaged in transit MUST be made both to the carrier and to us upon receipt and inspection. It is the responsibility of the purchaser or recipient of the merchandise to examine each shipment carefully and mark the Bill of Lading, should you find physical damage or any shortages. Our liability ceases after we have the carrier's receipt for materials in good order. Defective product or short shipment claims must be made to us within 7 days of receipt. We will work with you to resolve all shipping problems.

**Return Policy:**

All returns must have prior authorization from us and requested within 30 days of the original invoice date. To receive proper credit, all returns must be shipped in the original packing container, returned within 30 days of invoice date and include a copy of original packing slip or invoice.

A restocking fee will be charged on any returns for credit.

Rush Orders:

A minimum rush charge of 50% of total order will apply if applicable.

Design Submissions:

Customers agree to indemnify Saxton Industrial Inc. from liabilities that may arise related to copyright, patent and trademark infringement as a result of the production of the submitted images, logos, and artwork designs. Saxton Industrial Inc. is not responsible for determining the holder of title to such. Saxton Industrial Inc. may require the customer to fill out additional paperwork related to using logos, etc. Customer supplied artwork must be process-ready without requiring any touch-up, if suitable artwork is not available. Saxton Industrial Inc. can provide artwork for an additional charge.

Warranty:

There is a one-year warranty on protective coating and limited lifetime warranty on defects in materials and workmanship. Saxton Industrial Inc's obligation limited to repair or replacement at our option, FOB Saxton Industrial Inc. No other warranty expressed or implied is granted. Saxton Industrial Inc. is not liable for any incidental or consequential damages associated with use, removal or re-installation.

Product Sizes & Dimensions:

All product sizes listed on our website/catalog are approximate. Stated measurements or dimensions are not exact but are close to the true values. Variations are expected: There might be slight differences between the actual size of an item and the advertised size.

Logos/Trademarks:

All products and photos with trademarks or logos used in this catalog are for demonstration of art and imprints reproduction capabilities only. They do not imply endorsement by holders of such trademarks or designs. They are not meant to be advertisements nor are these items for sale to anyone other than parties expressly authorized by the owner of such trademarks or logo designs.

Artwork Setup Guidelines**Set-up:**

No set-up charge for exact repeat orders.

**Artwork:**

For faster service, we recommend providing process-ready and digitally produced artwork in vector line art, PDF format. Only providing hard copy artwork may result in additional changes. Artwork that requires typesetting, rearranging, design, digital touch-up may result in an artwork setup charge. Received artworks will be reviewed and determined whether the artwork is ready or if it requires additional work.

Art Layout:

In addition to providing ready to go artwork please provide an instruction page. This is a printable page of your artwork that shows font style, size and the general look of how you'd like it to look at the end.

Art Submissions:

When submitting artwork please include the following:

- Company Name
- P.O. Number
- Product Number and Name
- Art Layout Instructions

Our art department uses Adobe Illustrator.

Artwork may be sent via email.

Large files via sharable networks such as Google Drive and others.

Artwork is accepted in the following programs: Adobe Illustrator (.ai or .eps), or high quality PDF.

Files must be readable on PC & all files must be "Vector Line Art".

Artwork File Submission:

All fonts must be converted to vector line art (paths or outlines).

Artwork for Full Color UV Printing:

When sending an artwork for Full Color UV Printing please include the following:

- Adobe Illustrator File or PDF
- All vector line art (paths or outlines)
- ICC Color Profile to be embedded to guarantee close color match to actual artwork
- Provide Solid coated PMS number to ensure the closest possible color match

Provide a JPG file of your artwork showing the desired colors and overall look.

This allows us to check the JPG against the AI or PDF to ensure there are no issues.

Saxton Industrial Inc. - Privacy Statement:

Saxton Industrial Inc. has created this privacy statement to demonstrate our firm commitment to your privacy. This policy describes our practices regarding personal information collected through our website/catalog or through any other means. We reserve the right to modify the privacy policy from time to time, the effective date noted below will indicate the date the policy was last updated. Please visit our website periodically to review any changes.



Saxton Industrial Inc. - Personal Information Disclosure:

Saxton Industrial Inc. will not give or sell any information you provided to any third parties under any circumstances for its use in marketing or solicitation without your consent. The information protected includes any information about you, your order, and your purchase history. Your information may be shared with contractors of Saxton Industrial Inc. for the purpose of performing services for Saxton Industrial Inc. related only to your order or sample request. Saxton Industrial Inc. may release personal identifiable information when required by law wherein we have a good-faith belief that such action is necessary to comply with a legal process.

What happens to the information we collect from you?

All information you provide will be kept confidential and is used to support our business relationship and the service we provide. This website/catalog uses an order inquiry form to allow you to request information, products and services. We collect your contact information (such as your email address or your company information) to allow us to send samples, orders, information about our products, and promotional materials. Your contact information is also used to get in touch with you when necessary.

Saxton Industrial Inc. - Architectural Signage Division

Delivery:

Standard delivery is as shown in the accompanying quote. Rush delivery may be available for some orders for an additional charge.

Changes and Cancellations:

Changes and cancellations must be sent to Saxton Industrial Inc. in writing within 24 hours of approving the quote. Changes beyond the approved scope of work (specifications) may incur additional costs. Cancellations are subject to labor and material charges up to the time of cancellation. A cancellation fee of 50% of the total contract price will be applied if the order is cancelled after proof approval and production has begun. The full contract price will be applied if the order is cancelled when the production has been completed or is in the final stage of completion.

Material Acceptance / Return Policy:

Should the shipment arrive with visible damage, the customer must unpack and inspect for damage or shortage before accepting delivery and report to the carrier and Saxton Industrial Inc., within five (5) days, if any. The customer shall retain the product and all packaging material in its delivered condition for inspection and for preparation of damage and/or shortage report. Failure to do so shall constitute acceptance and a waiver of any defects, errors or shortages. The painted products should not be left packaged for an extended amount of time because the paint has "gas" that needs to be released. They should be stored indoors and in a dry place.



Artwork and Design Submission:

Customers agree to indemnify Saxton Industrial Inc. from liabilities that may arise related to copyright, patent and trademark infringement as a result of the production of the submitted images, logos, and artwork designs. Saxton Industrial Inc. is not responsible for determining the holder of title to such. Saxton Industrial Inc. may require the customer to fill out additional paperwork related to using logos, etc. Customer-supplied artwork must be process-ready without requiring any touch-ups. If suitable artwork is not available, Saxton Industrial Inc. can provide artwork for an additional charge.

Final Products:

With prior written authorization from Customer, Customer may give Saxton Industrial Inc. the authority to photograph the final product for professional marketing material.