



## **STANDARD TERMS & CONDITIONS – INTERNATIONAL ORDERS**

### **MINIMUM ORDER REQUIREMENTS:**

- **AIR FREIGHT:** All freight, transportation, and handling charges will be payable by customer, minimum 24 cases (skid quantities only), those charges will be added to order, or customer can have the option of purchasing EX WORKS terms and choose desired carrier. Duties and clearance charges are strictly for customer's responsibility.
- **GROUND TO US EXPORTING/CONSOLIDATING POINTS:** 250 cases for packaging, 288 units for film products freight prepaid.
- **DIRECT FOB US PORT, and CIF, CNF FOREIGN PORTS:** Anchor will honor freight prepaid only if shipping fully loaded 20', 40', or 40' HC Containers.

### **CUSTOMER ORDER POLICY:**

- All orders received will be processed and acknowledged within 1 business day. (Saturdays and Sundays are not considered as business days)
- Pricing for non-stock items must be agreed by the customer before placing products into production sched
- All orders will require customers' approval before we remove order hold status.
- Order changes to order will not be allowed once order has been booked or placed into shipping schedule.
- Order changes will not be allowed on special products or non-stock items ordered and produced.
- Customers must order in pallet quantities as much as possible conforming to foreign customs packing regulations.
- Order cancellations may not be allowed on non-stock items or products with little demand, this situation will be informed as soon as order is confirmed to customer in writing.

### **PERFECT MATCH BILLING:**

- Anchor Packaging is committed to providing expedited service and delivery of our products. When you receive our order confirmation, please take an additional step to verify our prices, products, and satisfaction to receive the best service will be mutual.
- Any purchase orders that have incorrect pricing, product numbers, description, quantities and so forth will be subject to extended confirmation lead-time and therefore to delayed manufacturing and estimated time of arrival dates.

### **LEAD TIME:**

- Normal lead-time will start counting from day order confirmation is received and provided that order is free from any credit hold status.
- Normal lead-time for US Addresses (Exiting points) is 7-10 days.
- Full truckloads/containers: Orders will be delivered to US Exiting points within 8 business days.
- Less than truckload quantities: Orders will be delivered to US Exiting points within 10 business days.

### **RUSH ORDERS:**

- Orders requiring shorter lead times will be subject to inventory availability and approval by Vice President will be required.
- Rush orders approved to be moved will follow shipping accommodations.



### **FREIGHT:**

- Anchor Packaging will prepay freight on orders of 250 cases of packaging and/or 288 cases of film or more shipped in a single shipment to one US Exiting/Consolidating destination.
- Shipment of fewer quantities previously specified will reveal EX WORKS Terms and will be customer's responsibility.
- Anchor Packaging reserves the right to route shipments and to select the method of transportation for all prepaid freight orders.
- If the buyer requests a more expensive method of transportation other than selected by Anchor Packaging, Inc., the buyer will coordinate the pick up of freight as well as be liable for all related freight charges for preferred carrier.
- Anchor Packaging, Inc. will not reimburse the buyer if customer decided to choose EX WORKS Terms.

### **UNLOADING PRODUCT POLICY:**

- Anchor Packaging, Inc. does not cover or authorize any unloading costs for any shipments that have to be unloaded at US Exiting/Consolidating points nor final foreign destinations.
- Orders that show Sale Terms FOB US must be unloaded at crossing points, trailers cannot be detained at Brokers warehouse and expected to continue trip past Ship to Address specified on order.

### **BACKORDER POLICY:**

- Anchor Packaging, Inc. will contact the buyer when a product will likely to be backordered.
- The buyer may:
  - Hold the shipment until all stock is available.
  - Ship order with available products and call it complete, backorders will then be cancelled.
  - Ship order with available products and call it complete, and place new purchase order for backorder(s).

### **HOLIDAY ORDER POLICY:**

- In the event of a statutory holiday, please allow additional time for processing.

### **PRODUCT PRICES:**

- All prices are subject to change without notice or inventory protection.
- All invoice and special pricing is subject to industry wide manufacturers increases with 30 days written notice. Any exceptions to our pricing policy must be presented in writing with the expressed written consent of Anchor Packaging.
- All pricing is quoted in US Dollars only (USD).

### **PAYMENT TERMS:**

- Anchor Packaging, Inc. reserves the right to increase, decrease, and/or withdraw payment terms if customers do not pay within terms specified on invoices.
- A finance charge of 1.5% per month will be added to invoices not paid within 30 days.



### **PRODUCT WARRANTY:**

- Anchor Packaging, Inc. warrants that the products shipped to any Buyer will be merchantable quality and free of defects in workmanship. The seller makes no warranty of any other kind, expressed or implied.
- The buyer shall assume all risks and liabilities for results obtained by the usage of Anchor Packaging, Inc.'s products, either singly or in combination with other products.
- The Seller's liability for loss or damage due to the use of Seller's products is limited to replacement of Seller's material only under similar purchase sale terms.
- **NO REPRESENTATIVE HAS THE AUTHORITY TO MAKE ANY GUARANTEE, PROMISE, OR AGREEMENT EXCEPT AS STATED HEREIN.**

### **RETURN GOODS:**

- The following return goods policy applies to claims made within 60 days of ETA Foreign Warehouse:
  - If Anchor Packaging, Inc. is responsible for an error in shipment, or quality of a product, it may be returned to Anchor Packaging, Inc. (Paragould, Arkansas), freight prepaid with written authorization from our St. Louis Office.
  - Absolutely all returns must reference a validated "Return Authorization Number". Anchor Packaging, Inc. will issue credit for the products purchase price, and freight if applicable upon verification of error.
  - Merchandise damaged in shipment must be reported to Anchor Packaging, Inc. soonest possible, desired time within 30 days of unloading at foreign port.
  - When encountering Shipping damage in EX WORKS Sale Terms, the Seller will not be liable for transit damages unless proven that Anchor personnel damaged said products while loading containers.
  - When encountering CNF, CIF Sale Terms, the Seller will be responsible for incurred shipping damages. The buyer must hold the merchandise intact and wait for disposal instruction from Anchor's representative.
  - When a customer is responsible for an error, the merchandise may be returned to Anchor Packaging, Inc. (Paragould, Arkansas) with written authorization and a validated "Return Authorization Number". The customer will pay a 25% re-stocking charge for this service in addition to paying both domestic and foreign inland and ocean freight charges as well as duties and all handling charges applicable.
  - Under no circumstances will Anchor Packaging, Inc. allow credit on opened, damaged or re-taped cases.
  - Under no circumstances can Anchor Packaging, Inc. allow full credit for partially used rolls or cases.
  - Any return of merchandise without written authorization from Anchor Packaging, Inc. St. Louis Office will be refused at our doors.

### **SAMPLE POLICY:**

- Anchor Packaging, Inc. will send customer requested samples via courier, based on standard delivery times for all destinations. Please allow at least 10 business days for all samples to arrive at stated destinations. **Please allow for 48 hours for the processing of sample orders.**
- In the event Anchor Packaging, Inc. is requested to send samples via expedited or next day service, the sample requestor will be required to pay for all freight charges.
- Under no circumstances Anchor Packaging, Inc. will cover duty or handling fees.
- Anchor Packaging, Inc. reserves the right to choose most economical shipment method if rush is not required.