Customer Profile

T.Mak's International INC

Customer Information

Company Name

Address

City, State ZIP

Phone

Fax

Email

Account Information

ASI

PPAI

SAGE

Tax ID

Tax Exempt

Website

Sales Information

Sales Contact

Address

City, State ZIP

Phone

Email

Accounting Information

Accounting Contact

Phone

Email

Invoice Submission ◉ Emailed ○ Mailed

Graphics Information

Graphics Contact

Address

City, State ZIP

Phone

Email

Billing Information

Address

City, State ZIP

Terms ACCEPTANCE

As a customer of T Mak's International Inc., when ordering, you agree to the general terms and conditions of T Mak's International Inc.

Name & Title of Preparer

Date

Trade References: (Please Provide All Information Requested)

Name: _____ Acct No:_____

Phone No: _____ Fax No. _____

Home Address: _____

City: _____State: _____Zip: _____

Name: _____ Acct No: _____

Phone No: _____Fax No. _____

Home Address: _____

City: _____State: _____Zip: _____

Name: _____ Acct No: _____

Phone No: _____Fax No. _____

Home Address: _____

City: _____State: _____Zip: _____

I/We authorize T.Mak's International, Inc. to obtain any information required for a credit investigation. It is understood that such information will be held in strict confidence. I hereby agree to pay reasonable collection costs, attorney's fees, and court costs necessary to collect.

Signed: _____ Date: _____

Name (Print or Type) _____ Title: _____

Due to the new United States Customs requirements, starting January 1st, 2009, the following documents must be submitted to ensure proper customs clearance of your product into our country (if applicable):

1. An authorization agreement – an example is provided below
2. A resale certificate – see page 10
3. A W-9 – see separate PDF

Any orders will be **delayed indefinitely** if the above requirements are not met and sent back to us.

Sample Authorization Agreement
(Please resubmit on your company's letterhead. Thank you!)

Under this agreement, _____ located in _____ authorizes T.Mak's International, Inc. located in Jacksonville, FL to conduct business under the following provisions:

1. Co-operate in the product development and/or final production of products bearing registered Artwork, Logos, and Trademarks, based on detailed descriptions, drawings and designs and other literary and artistic works owned and controlled by the aforementioned company.

2. Import promotional products and merchandise bearing aforementioned company registered Trademarks, Artwork, and/or Logos.

3. Pass the rights of production to 3rd party affiliated entities, domestic or abroad in product development and/or final productions of products bearing registered Artwork, Logos and Trademarks of said companies.

Due to this agreement between T.Mak's International, Inc. and said company, T.Mak's International, Inc. is now authorized to operate under the above said provisions.

Should any questions arise concerning trademark reproductions, T.Mak's International, Inc. may be contacted immediately at (904) 855-4188.

This agreement has been created on _____day of_____, 20_____

Agreement will remain in effect for a period of one year, at which time this agreement will undergo automatic renewal unless otherwise cancelled in writing by either T.Mak's International, Inc. or said company.

_____
Signature (Authorized company representative)

_____
Printed Name

General Policies

For the most up to date policies, please visit our website at www.tmaksinc.com

When ordering from T.Mak's International, Inc. or any representative of T.Mak's International, Inc. you must agree to the general policies, as listed below. If you have questions about any of these policies please feel free to email us: sales@tmaksinc.com

Ordering

- Type or print orders legibly.
- A written purchase order must be submitted to process an order. Verbal orders are not accepted.
- To avoid duplication, please indicate if orders were previously submitted. We cannot be responsible for duplicate orders.
- Enclose layout and artwork with order. Reference artwork requirements below.
- Desired shipping date must be specified when order is placed. Allow for adequate transit time.
- An order confirmation, with expected ship date, will be sent after artwork has been received and approved.

Artwork Submission Guidelines

To process artwork for custom products in a timely manner and keep charges to a minimum, the following guidelines must be adhered to:

- Per industry standards, artwork should be submitted in vector format as an Adobe Illustrator file (AI or EPS) whenever possible.
- Adobe PDF (PDF) and Adobe Photoshop (PSD) files are acceptable under certain circumstances.
- Adobe InDesign (INDD) files are not preferred but may be accepted for applicable projects if all corresponding files, fonts, and images are packaged correctly.
- All images must be embedded within the file.
- All text must be converted to outlines.
- Any raster image must be high resolution (300dpi minimum) at the actual print dimensions.
- Do NOT delete template layers where applicable.
- Artwork must be placed on its own layer.
- If Pantone Matching System Color (PMS/spot color) match is desired and applicable to your order, all submitted artwork must must contain the correct PMS color values and be called out in the artwork files and/or in the swatches panel in Adobe Illustrator.
- Files too large to attach to an email may be sent via www.tmaksinc.wetransfer.com. Please indicated this method do your sales representative so they can alert the art department of the incoming file(s).

To speak directly with our art department or an authorized sales representative, please call 904.855.4188.

Imprint Methods

Options include but are not limited to screen printing, pad printing, heat resistant decals, embossing, debossing, branding, laser engraving, and dye sublimation. Custom color matching is available on many products. T.Mak's International, Inc. does not guarantee the life of a screen or various other printing including decals, except for where otherwise stated by warranty information. Setup charges vary with method of imprint and product desired.

T.Mak's International, Inc. will advise on the maximum imprint area based on artwork received and relevant product.

Change or Cancellation

Any change or cancellation to an order in progress will be subject to costs incurred to date as well as a 5% cancellation charge, of total purchase order. Changes to a purchase order must be acknowledged in writing before T.Mak's International, Inc. can proceed processing each order. All changes or cancellations must be in written form and received by T.Mak's International, Inc. within 24 hours of receiving the initial purchase order.

Discontinued Styles/Components

T.Mak's International, Inc. reserves the right to discontinue any items, packaging, component, or style with or without notification.

Drop Shipment/UPS/FedEx Small Packages

Orders that require shipments to more than one destination are subject to the following charges: $3.99 per destination. Drop ship address list must be submitted to T.Mak's International, Inc. no later than 5 business days prior to scheduled ship date if shipping in the United States. If shipping from/to overseas, address lists must be submitted with purchase order. *Order quantity may affect delivery times.

LTL Shipments

For all palletized shipments T.Mak's Charges $15.99 for each pallet. This charge is for any palletized shipment regardless of 3rd party shipments. Bill of lading and (2) packing lists per pallet as well as palletizing and shrink wrapping are included in this fee.

USPS Shipments

T.Mak's Charges $19.99 per location for the first package, and $3.99 for each additional package for all USPS shipments. When the PO is issued, please clarify if insurance is needed and the amount to declare goods at. If no instructions are given, goods will be declared as 20% more than the invoiced amount, the lowest cost shipping method will be used, and no insurance will be added.

Export Shipments

Orders for export that require documentation will incur an additional handling charge. This charge is standard on all orders coming into or going out of the United States.

Specifications

We reserve the right to make changes in specifications, colors and materials with or without notice or obligation, and specifically reserve the right to alter, withdraw or discontinue products at any time without notice or obligation. In certain circumstances, we reserve the right to resize artwork to fit appropriately on various products.

Packaging

Contact T.Mak's International, Inc. for special packaging quotes based on individual requirements. T.Mak's International, Inc. reserves the right to change packaging style and/or color at any time.

Custom Orders

When placing a custom order, please contact T.Mak's International, Inc. or an authorized T.Mak's International, Inc. area sales representative before sending purchase order. All specifications, materials, imprint method, location, etc. needs to be addressed and should be determined before submitting an order. A 50% deposit is sometimes required in advance to process custom orders, with 25% due upon bill of lading issue date, and the remaining balance is due upon delivery. Minimum quantities vary by product.

Proposition 65

Due to the wide range of custom products offered by T. Mak's International, items are not tested or labeled in compliance with Proposition 65 by default. It is the customer's responsibility to notify their sales representative at or before the time of RFP of the following:

- If products are being distributed in the state of California
- Any testing that must be performed to comply with Prop65 regulations
- Any documents that must be provided to comply with Prop65 regulations
- Any labeling requirements to comply with Prop65 regulations
- Any and all other information that may impact the legal distribution and sale of products

Visit the websites below for more information on Proposition 65.

- http://oehha.ca.gov/prop65.html
- http://www.oehha.ca.gov/prop65/background/p65plain.html
- http://www.p65warnings.ca.gov/

Pricing

All prices given by T.Mak's International, Inc. are subject to change. Any price changes will give cause for notifying our customers immediately, however, T.Mak's International, Inc. cannot guarantee advance notice.

Payments

*All payments should be made to T.Mak's International, Inc.

We accept Visa, MasterCard, American Express, checks and money orders. NSF checks are subject to a $50.00 charge for each. In addition, any NSF checks submitted to T.Mak's International, Inc. may impact any credit privileges/discounts that may have been acquired previously. Direct deposit may also be utilized if approved by T.Mak's International, Inc. All overpayments will be given a credit towards future purchases. Late payments will be subject to a finance charge of 1.5% per month of total amount due, 18% annually.

Pre-Production Samples

Pre-production samples are available at the cost of production plus shipping and the standard order set-up charge. Proof samples can add 1-4 weeks to any given delivery, check with T.Mak's International, Inc. for specific quote and timing.

Warranties

Any warranty offered by T.Mak's International, Inc. is on a per product basis. Please contact T.Mak's International, Inc. for details.

Returns

Delivered goods should be inspected immediately upon arrival and T.Mak's International, Inc. must be notified within 5 business days from receipt of shipment of any damaged or shortage of goods. Returned merchandise will not be accepted without prior written authorization by T.Mak's International, Inc. Non-imprinted merchandise must be returned within 15 days from the purchase date, and there is a 20% restocking fee plus the cost of any damaged goods and freight both ways. Any custom or imprinted item, or any item altered in any way is not acceptable for return.

In the unlikely event you should receive a damaged item, please follow these steps.

Upon delivery of your product, inspect the package(s) and product to make sure there is no damage. If there are signs of possible concealed damage, such as a tear in the packaging, please make a note of this when you sign for receipt of shipment.

If you receive a damaged product, immediately notify customer service of the problem at 904.855.4188 or via e-mail at sales@tmaksinc.com so that we may assist you. Also be sure to take photographs of the damaged packaging and/or item(s).

T.Mak's International, Inc. will handle all freight claims if freight was charged.

Due to the custom nature of items, replacement parts will be handled on a case by case basis.

If a complete product must be replaced, the damaged item MUST be sent back to our Customer Service Department immediately (we may give an authorization number for prepaid freight), or the freight company may ask for the damaged item if it is determined that the product was harmed during transit. We will rush order a replacement to the customer. This can take at least 1 to 2 weeks and potentially longer depending on the item and inventory level. All items will be shipped via UPS ground, unless prepaid.

Note: Our products are very sturdy. They are packaged to protect it from scratches in shipment. Items are either palletized and/or wrapped for additional protection. For palletized orders: items are securely wrapped to the pallet to prevent bouncing around during shipping. Freight damage is very rare. *For ALL returns you must have a RAN (Return Authorization Number) from T.Mak's International, Inc.

Shipping

- All shipping weights shown in print or given verbally are approximate. Actual weights may vary.
- Cartons containing merchandise valued in excess of one thousand dollars can be insured and charged as freight and handling, upon request.
- All merchandise is shipped FOB Jacksonville, Florida or Los Angeles, California unless otherwise stated.
- Unless a specific method is indicated with the purchase order, we will use our best judgment and ship via the best and most suitable means of transportation.
- Delivery address changes must be submitted in writing no later than 5 business days prior to scheduled ship date for non-custom orders and as noted in the order confirmation for custom orders. All efforts to accommodate last minute changes will be attempted but cannot be guaranteed.

- Upon notification by carrier, additional charges for residential delivery, address correction or incorrect account number will be invoiced accordingly. Wrong addresses will be charged a minimum $100 correction and handling fee.
- Additional shipping charges may apply for bulk deliveries to residential addresses.

Third Party Shipments

Third party shipping is available upon request. It is the absolute responsibility of the invoiced customer to verify the quality and accuracy of the order prior to any decorating or altering by the consignee. Any custom merchandise altered or imprinted in any way is not acceptable for return.

Delivery of Product

Allow 3-5 business days for shipment of in stock items (based on the availability and quantity). Most custom orders are produced overseas. Please allow approximately 4-6+ weeks for production and shipment of custom overseas orders, pending quantity ordered. Timing should be discussed with your authorized sales representative on a case by case basis.

Terms

Terms will be extended to those companies whose credit standing has been approved by T.Mak's International, Inc. A line of credit cannot be established, nor can terms be extended without our credit application (link to:TMAKS_CC_Auth_Form.pdf) being completed, signed and returned prior to shipment of your first order.

Copyright and Trademark

All copy or other material submitted by the customer for use by T.Mak's International, Inc. will be accepted by T.Mak's International, Inc. as being submitted in full compliance with all applicable laws regarding trademark, service mark, copyright, right of privacy, patent or similar protection. The customer, by submitting such copy or other material, represents that the use thereof by T.Mak's International, Inc. on the products ordered will not violate any such laws, and T.Mak's International, Inc. hereby disclaims any and all liability for compliance with such law in the use of the customer copy or other material. The customer hereby agrees to hold T.Mak's International, Inc. harmless to any damages, costs, and/or expenses that may arise from any and all actions as a consequence of T.Mak's International, Inc. use of said copy or other material or the operations undertaken by fulfilling the customer's order.

Right to Promote

T.Mak's International, Inc. reserves the right to use products, mocks, and other images of items that we produce, including statements and images that may or may not contain graphics, company names, or company logos, in our advertising, marketing, publicity, and promotional activities, which includes but is not limited to printed materials, digital media, and social media websites.

T.Mak's International INC

Credit Card Authorization Form

Authorization Agreement

I hereby authorize **T.Mak's International, Inc.** to initiate automatic payment via credit card. I also authorize **T.Mak's International, Inc.** to make withdrawals from this account in the event that an invoice is 60+ days past due and credit this card if an entry is made in error.

This agreement will remain in effect until **T.Mak's International, Inc.** receives a written notice of cancellation from me or my financial institution, or until I submit a new credit card authorization form. Credit Card Receipt will be mailed with invoice once goods are shipped.

Cardholder Name:_____ Company Name:_____

Billing Address:_____ City:_____ State:_____ Zip:_____

PO#_____ Quote ID# (if available)_____

Credit Card Information

Credit Card Number: _____ 3 digit Security Code(on back):_____

Credit Card Type: **(please circle)** ◯ **VISA or** ◯ **MASTER (only)** EXP date:_____

Amount: **(please circle)**

Prepay / Pay in Full **$**_____Billing Zip Code:_____
(Rep to fill in amount)

Authorization

Cardholder Signature: **Date:**_____

Cardholder Printed Name:_____

For Internal Use Only

Approval Code: Received by:_____Received By: _____

Batch Number: _____Entered on Date: _____

Attach Receipt Copy Here>>

Department of Revenue
Washington State

Resale Certificate

1. Name of Seller:_____
2. Name of Buyer/Business:_____
3. Address of Buyer:_____
   _____
   Street, City, State & Zip Code
4. Buyer's State Tax Registration/UBI Number:
5. Buyer is in the business of:
6. Types of items purchased for resale:

The buyer certifies that it is purchasing the items listed on line 6 (please check appropriate box):

- ◉ *For resale in the regular course of business without intervening use.*
- ○ *For use as an ingredient or component part of a new article of tangible personal property to be produced for sale,*
- ○ *as a chemical to be used in processing a new article of tangible personal property to be produced for sale, or*
- ○ *for use as feed, seed, seedlings, fertilizer, or spray materials in its capacity as a farmer.*

*The buyer acknowledges that it is solely responsible for purchasing within the categories listed on line 6. The buyer acknowledges that misuse of the resale privilege subjects the buyer to a **penalty of 50 percent of the tax due**, in addition to the tax, interest, and any other penalties imposed by law.*

Print Name:_____
Name of Person Authorized By the Buyer to Sign the Resale Certificate

Signature:_____
Signature of Authorized Agent of the Buyer

Effective Date:_____ Through (optional)_____

Blanket certificates are valid for as long as the buyer and seller have a recurring business relationship. A "recurring business relationship" means at least one sale transaction within a period of twelve consecutive months. RCW 82.08.050 (7)(c).

Date Signed:_____

Seller must maintain a copy. ***Please do not send to Department of Revenue.***
Reference Rule and Statute (RCW 82.08.130 and WAC 458.20.102)

For tax assistance, visit dor.wa.gov or call 1-800-647-7706. To inquire about the availability of this document in an alternate format for the visually impaired, please call (360) 705-6715. Teletype (TTY) users may call 1-800-451-