

Sales Policies

Revised September 27, 2012

In mid-2001, MPDirect purchased the Sun Time and LinksWalker trademarks, 800 numbers, websites, and some inventory. Currently we are among the leading manufacturers in the collegiate industry with over 150 licenses.

Customer Service

Hours of operation are Monday-Friday 8:30 AM-5:00 PM Eastern Standard Time. You may reach one of our Customer Service professionals at **1-800-898-7217** during regular business hours.

Custom Orders

Artwork should be sent in vector format if possible. If vector format is unavailable, we will accept high-resolution raster based files (tiff, jpeg, psd, pdf, bmp). Please allow 3 business days for conceptual designs. Orders will be shipped within 2-7 weeks from the date of your signed artwork approval and paid deposit. Please call your sales representative for product minimums and cost.

Terms

Net 30 terms are available for established and new companies upon credit application form approval. Credit terms are viewed as a business courtesy. Payments are expected per credit term as specified. Other forms of payment include pre-payment by Money Order, Certified Check, Cashier's Check, Visa, MasterCard, American Express or Discover card.

Shipping

All in-stock orders are typically shipped within 3 business days of order receipt F.O.B. Clearwater. Shipping charges include freight and a handling fee. Standard shipping is via UPS ground. Faster methods are available for an additional charge. Any order additions and/or changes must be made within 24 hours of order receipt. Orders that must ship before the standard 3 business days will be considered expedited orders. These orders will incur a minimum fee of \$25 per order up to \$250 of product value. Any expedited order with product value above \$250 will incur a fee of 10% of the total product dollar value. Expedited orders that are in stock will ship within 24 hours upon receipt.

Drop Shipments

There is an account set-up administrative fee of \$50.00 for resellers who *only* drop ship to customers.

Claims and Returns

All returns require a Return Authorization Number to be marked on the outside of the package. Any shipping damages or shortages must be reported within 2 business days of receipt. Any order returned after 30 days not in defective condition will be subject to a 15% restocking fee.

Sales Tax

Sales tax will be charged on all orders shipped to Florida addresses unless we are provided with the business name, resale number, authorized signature and a statement indicating all merchandise purchased is for resale or other exempt purposes only.

Prices and policies are subject to change without notice.