



2009 dealer terms and conditions



For more information or if you do not see your topic addressed below, check out our Frequently Asked Questions (FAQs) found on

www.dinkydesignshelp.com

We're at your service

Reach a customer service agent Monday thru Friday, 8:00am to 4:30pm EST at the contact number below or access your account 24/7 using the "check order status..." link on the help site above.

Production time & Shipping location

Orders are guaranteed to ship within (4) business days. This 4-day "clock" begins the following business day when an order or final proof approval is received (whichever occurs later) by 10am EST on a business day. Clear as mud? See Shipping and ordering guidelines on above help site for details. All orders are shipped from central Indiana, zip code 46970. Please calculate transit time accordingly. (Did you check out our great flat rate shipping costs?)

Personalized vs. blank stock

We will print 100% your personalized dinky items. We print all items on demand. Due to our new printing method, blank stock is currently unavailable.

Commission

Dinky offers the industry standard commission to its dealers, 50% of Manufacturer's Suggested Retail Pricing (MSRP) as listed on our current price sheet, plus Shipping & Handling and applicable Rush fees. Your payment for these items is collected using your credit card on file when your product is shipped. Retail prices, S & H and applicable sales tax should be billed to, and collected from, your customers according to your own company terms and policies.

Payment Terms

All dealers are required to keep a current credit card on file, all orders are pre-paid when shipped from our fulfillment center. Accepted forms of payment are Visa, Mastercard, American Express and Discover.

Marketing Materials & Support

A collection of stationery albums and jpeg images/web tools are available for purchase. Dinky offers product promotions throughout the year. Dealers are encouraged to visit the help site above to learn about current and discover upcoming promotions. In addition, dinky designers will post web-friendly artwork on the help site above in advance to allow dealers to create their own dinky promotions. This low-resolution artwork can be downloaded FREE! If you need further assistance, please contact customer service.

Dealer Samples

Yes we have samples, but there is a catch. All of our items are 100% print-on-demand; therefore we do not have any inventory of blank items on hand. All orders are printed on oversized parent sheets of card stock or sticker stock with the illustration and the text simultaneously, therefore to print one sample; we must print an entire parent sheet. We do have some printed samples of some products on hand that we can send you, however, it may not be the exact design you need, e.g. we may have a bridal shower invitation or a kids note card sample on hand but not the baby note that you plan to order. Therefore, if you are happy to receive a sample of what we have on hand to inspect print quality, stock or the like, then we are happy to send you a sample.

ERRRRORS

Errors made by dinky designs will be corrected at no extra charge and shipped within (2) business days at dinky designs' expense. Errors made by the customer will be processed within (2) business days and priced at 75% of the original cost. Shipping charges will be billed according to the shipping and handling schedule.

Cancellations/Changes

We have enjoyed many benefits thanks to our new fulfillment processes; however, there are some limitations when amending an order once it has been submitted. Therefore, it is necessary that you make all final decisions on quantity, envelope color, additional items, etc., prior to submitting your order. Although orders are not subject to cancellation, we understand that a customer's needs may change. We will do our best to work with you, however, depending where an order is in the process, it may be too late. You will only be billed for any processes that have been completed at the time of your request or a minimum \$30 (retail) change/cancellation fee will apply.

OUR MISSION:

To create perfectly personalized stationery in a timely fashion that our customers are proud of and excited to send to their family and friends.

12-16-08