

Shipping Policies & Procedures

Shipping Policy

- All small package orders are shipped FOB Calexico, CA 92231 via our preferred carrier – FedEx.
- Large quantity orders will be shipped via less than truckload freight carrier upon request and approval.
- Large quantity orders (less than a truckload) will be shipped best cost and delivery method via one of our preferred carriers based on geographic region. LTL shipments are excluded from the Freight Max 3 Program (see page 130 for details).
- If an alternative carrier is requested, an account number and the zip code for the billing address of the account provided should be given on your purchase order.
- If shipping 3rd party collect on specific carrier, that 3rd party account will accrue and be responsible for any duties, taxes or fees.
- Zones differ for ground services outside the continental United States. Shipments to Hawaii will default to FedEx 2 Day.
- FOB Calexico, CA (ZIP/Postal Code 92231) standard ground parcel rate charges will be added to the invoice. A complete street address must be supplied. Shipments cannot be made to a post office box.
- C.O.D. shipments will not be accepted.
- Sanford Business-to-Business is not responsible for delayed shipments that are given to the carrier on time.
- Pre-Paid/Add Only: Any claims concerning damaged merchandise must be made directly to Sanford Customer Service. The goods and the original packaging must be made available for inspection.
- Pre-Paid/Add Only: Any claims concerning lost merchandise must be made directly to Sanford Business-to-Business within two weeks from delivery date set forth on invoice/PO.
- All standard ground parcel rates are subject to change without notice. Due to fluctuations in fuel prices, if surcharges are incurred, these will be added to the existing freight charge.
- Sanford Business-to-Business reserves the right to change preferred carrier and service level without notice.
- USPS will be used for APO shipments upon special request and approval.

Split Shipments/Drop Shipments

- All addresses must be provided at the time of original order submission in order to avoid the order being placed hold.
- There will be a \$5.00(Z) Drop Shipment Charge per location for orders requiring more than 25 locations including the first 25 locations.
- Individual mailings or master packing will be quoted upon request.
- 25+ locations adds 1 additional day to lead time.

Expedited Order Information

Rush Service Shipments

We make every effort to accommodate orders needed sooner than published lead times.

- If you need an order in less than the published lead time, choose from two Simple Ship Programs (see pages 126-127 for qualifying products and minimum/maximum order quantities), or contact Customer Service to initiate a Rush Service request if your order is already in house.
- A rush service request cannot be requested until an order has reached production (after order entry and any necessary approvals have been received).
- Orders desired in less than the standard lead time will be subject to a \$50(A) rush charge (excluding qualifying 'Simple Ship 3 Day' and 'Simple Ship Next Day' service orders).
- Purchase order must specify 'Simple Ship Next Day' or 'Simple Ship 3 Day' if one of these services is desired and all qualifications specified on pages 126-127 are met.
- Standard product pricing applies.
- All rush service orders must be received by 3:00 p.m. Eastern Standard Time.
- Working day lead time is calculated from the date an order (requiring no further clarification of the purchase order or artwork) is received.
- No rush shipments by U.S. Postal Service.
- Emailed, vector-based art required.
- Orders cannot be changed after receipt.

Simple Ship Qualifying Products



SHIPS IN 3 WORKING DAYS

Qualifying Promotional Products (One Color Barrel Imprint)		Order Quantities (Minimum – Maximum)
PAPER MATE		
IJ300ST		300 – 2,000 units
IJ300RT		300 – 2,000 units
IJ300RTW		300 – 2,000 units
InkJoy Quatro		300 – 2,000 units
InkJoy 700RT		300 – 1,000 units
Breeze		200 – 2,000 units
Element		200 – 2,000 units
Eco-Element		200 – 2,000 units
Sport RT		300 – 2,000 units
Write Bros. Stick Pen		500 – 2,000 units
SHARPIE PERMANENT MARKER		
Fine, Autograph		200 – 2,000 units
Fine Metallic		200 – 2,000 units
Fine Retractable		200 – 2,000 units
Ultra Fine Retractable		200 – 2,000 units
Mini		200 – 2,000 units
SHARPIE HIGHLIGHTER		
Retractable Highlighter		200 – 2,000 units
UNI-BALL		
207 Gel		200 – 2,000 units
Deluxe		200 – 2,000 units
Roller Grip Fine		200 – 2,000 units
Roller Micro & Fine		200 – 2,000 units
Combi		200 – 2,000 units
PARKER		
Jotter		100 – 500 units
Qualifying Fine Writing Products		Order Quantities (Minimum – Maximum)
PARKER		
Urban	Copy or Repeat Logo Engraving,	15 – 150 units
IM	or Non-Customized Product	15 – 150 units
WATERMAN		
Expert	Copy or Repeat Logo Engraving,	15 – 150 units
Hémisphère	Orders from Emblem Stocking, or Non-Customized Product	15 – 150 units

Simple Ship Qualifying Products



SHIPS NEXT DAY
(Now Free)

Qualifying Promotional Products (One Color Barrel Imprint)	Order Quantities (Minimum – Maximum)
PAPER MATE	
Breeze	200 – 2,000 units
Element	200 – 2,000 units
Eco-Element	200 – 2,000 units
Flair (all colors)	200 – 5,000 units
InkJoy 300RT (all colors)	300 – 2,000 units
InkJoy Quatro (all barrels)	100 – 1,000 units
Sport RT	300 – 2,000 units
Write Bros. Stick Pen	500 – 2,000 units
SHARPIE PERMANENT MARKER	
Fine	200 – 2,000 units
Fine Metallic (all colors)	200 – 2,000 units
Mini	200 – 2,000 units
Autograph	200 – 2,000 units
UNI-BALL	
207 Gel	200 – 2,000 units

Simple Ship Next Day and Simple Ship 3 Day Service Details

- Standard product pricing applies.
- Purchase order must specify 'Simple Ship Next Day' or 'Simple Ship 3 Day'.
- No rush charge will apply for qualifying 'Simple Ship' service orders.
- If you need an order in less than the standard lead time that does not qualify for either Simple Ship service, please inquire with Customer Service. A \$50(A) processing fee may apply.
- **All rush service orders must be received by 3:00pm EST.**
- Working day lead time is calculated from the date an order (requiring no further clarification of the purchase order or artwork) is received.
- No rush shipments by U.S. Postal Service.
- Emailed, vector-based art required.
- Entire order quantity must ship to one location specified on the purchase order.
- Orders cannot be changed after receipt.
- Product will be shipped in standard packaging (if applicable) with standard refills only.
- Pre-production samples or paper proofs cannot be requested on Simple Ship orders.

CHART A: Shipping Weight Approximations

Approximate maximum weights per shipping carton

Item—Listed alphabetically by brand	Minimum Order Quantity			Master Carton Quantity		
	Qty	Weight in Pounds	Box Dimensions (in.) (L x W x H)	Qty	Weight in Pounds	Box Dimensions (in.) (L x W x H)
PAPER MATE						
Breeze Ballpoint or Gel Pen	200	6	9x6x6	650	24	18x11x5
Eco-Element Ballpoint	200	7	9x6x6	650	24	18x11x5
Element Ballpoint or Gel Pen	200	7	9x6x6	650	24	18x11x5
Flair Marker	200	4	9x6x6	900	18	18x11x5
InkJoy Gel RT	200	7	9x6x6	650	24	18x11x5
InkJoy 100RT	200	7	9x6x6	750	24	18x11x5
InkJoy RT	300	6	10x6x6	900	19	18x11x5
Profile RT	100	4	10x6x6	250	9	14x9x8
Sport Retractable Ballpoint	300	5	10x6x6	900	16	18x11x5
Write Bros Ballpoint	500	7	15x6x6	500	7	15x6x6
SHARPIE						
Clear View Highlighter	200	9	15.25x6x6.375	500	21	18.25x11.625x5.75
Autograph Marker	200	8	9x6x6	800	31	18x11x5
Fine Marker	200	5	9x6x6	800	19	18x11x5
Flip Chart Marker	200	9	15x6x6	400	16	18x11x5
Gel Highlighter	200	7	10x6x6	600	19	18x11x5
Metallic Markers	50	2	6x4x3	200	5	15x6x6
Mini Marker	200	3	9x6x6	1000	16	18x11x5
Mini Marker with Carabiner	200	4	15x6x6	500	8	18x11x5
Pen	200	4	9x6x6	900	17	18x11x5
Stainless Steel Pen	100	8	10x6x6	850	64	18x11x5
Pocket Highlighter	200	5	9x6x6	800	18	18x11x5
Retractable Fine Point Marker	200	5	10x6x6	750	18	18x14x6
Retractable Highlighter	200	7	10x6x6	750	22	18x14x6
Twin Tip Marker	200	5	9x6x6	850	19	18x11x5
Ultra Fine Marker	200	5	10x6x6	850	18	18x11x5
Ultra Fine RT Marker	200	5	10x6x6	750	18	18x14x6
UNI-BALL						
207 Gel Pen	200	10	9x6x6	700	40	18x11x5
207 Gel Premier Pen	50	2	7x6x3	700	23	18x11x5
207 Impact Capped Gel Pen	100	4	9x6x6	700	25	18x11x5
207 Impact RT Gel Pen	100	3	9x6x6	800	20	18x11x5
Combi Pen and Highlighter	200	5	15x6x6	800	16	18x11x5
Deluxe Roller	200	5	15x6x6	600	12	18x11x5
Gel RT Gel Pen	200	5	9x6x6	900	19	18x11x5
Gelstick Gel Pen	500	12	18x11x5	900	22	18x11x5
JetStream Sport Roller	200	5	9x6x6	900	21	18x11x5
Micro Roller	200	7	9x6x6	900	29	18x11x5
Power Tank Ballpoint	100	3	9x6x6	750	17	18x11x5
Roller Grip Roller	200	6	15x6x6	900	24	18x11x5
Vision Elite Roller	100	3	9x6x6	900	22	18x11x5
Vision Roller	100	3	9x6x6	900	19	18x11x5

NOTE: All Shipping weights are approximate. Individual mailings or master packings will be quoted upon request. Standard box dimensions are provided. We reserve the right to make box substitutions as needed. Corrugated shipping boxes use a minimum of 20% recycled paper, 5% of which is post-consumer waste. Please visit www.SanfordB2B.com to use the Freight Calculator and reference the most current product listing.

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PARKER						
Parker IM Ballpoint, Standard Gift Box	15	4	11x7x7	100	21	19x15x8
Parker IM Rollerball Pen, Standard Gift Box	15	4	11x7x7	100	21	19x15x8
Parker Jotter Ballpoint, Tube	100	4	9x7x6	400	19	15x10x9
Parker Premier, Standard Gift Box						
Parker Sonnet Ballpoint, Standard Gift Box	15	6	15x10x9	50	29	18x14x13
Parker Sonnet Rollerball Pen, Standard Gift Box	15	5	15x10x9	50	20	18x14x13
Parker Urban Rollerball Pen, Standard Gift Box	15	7	15x8x7	50	24	18x14x13
Parker Urban Ballpoint Pen, Standard Gift Box	15	10	15x8x7	50	24	18x14x13
WATERMAN						
Waterman Carène Ballpoint, Standard Gift Box	15	10	15x8x7	50	36	19x15x8
Waterman Carène Rollerball Pen, Standard Gift Box	15	10	15x8x7	50	36	19x15x8
Waterman Exception Rollerball Pen, Standard Gift Box	15	11	15x10x9	50	26	17x13x9
Waterman Exception Slim Ballpoint, Standard Gift Box	15	11	15x10x9	50	25	17x13x9
Waterman Exception Slim Rollerball Pen, Standard Gift Box	15	11	15x10x9	50	25	17x13x9
Waterman Expert Ballpoint/Pencil Set, Standard Gift Box	15	9	15x8x7	50	29	17x13x9
Waterman Expert Fountain Pen, Standard Gift Box	15	8	15x8x7	50	29	17x13x9
Waterman Expert Ballpoint, Standard Gift Box	15	8	15x8x7	50	29	17x13x9
Waterman Expert Roller, Standard Gift Box	15	8	15x8x7	50	29	17x13x9
Waterman Hémisphère Ballpoint, Standard Gift Box	15	8	15x8x7	50	29	17x13x9
Waterman Hémisphère Rollerball Pen, Standard Gift Box	15	8	15x8x7	50	29	17x13x9
Waterman Perspective Ballpoint, Standard Gift Box	15	8	15x8x7	50	26	17x13x9
Waterman Perspective Rollerball, Standard Gift Box	15	8	15x8x7	50	26	17x13x9

NOTE: All Shipping weights are approximate. Individual mailings or master packings will be quoted upon request. Standard box dimensions are provided. We reserve the right to make box substitutions as needed. Corrugated shipping boxes use a minimum of 20% recycled paper, 5% of which is post-consumer waste. Please visit www.SanfordB2B.com to use the Freight Calculator and reference the most current product listing.

Preferred Carrier Freight Information

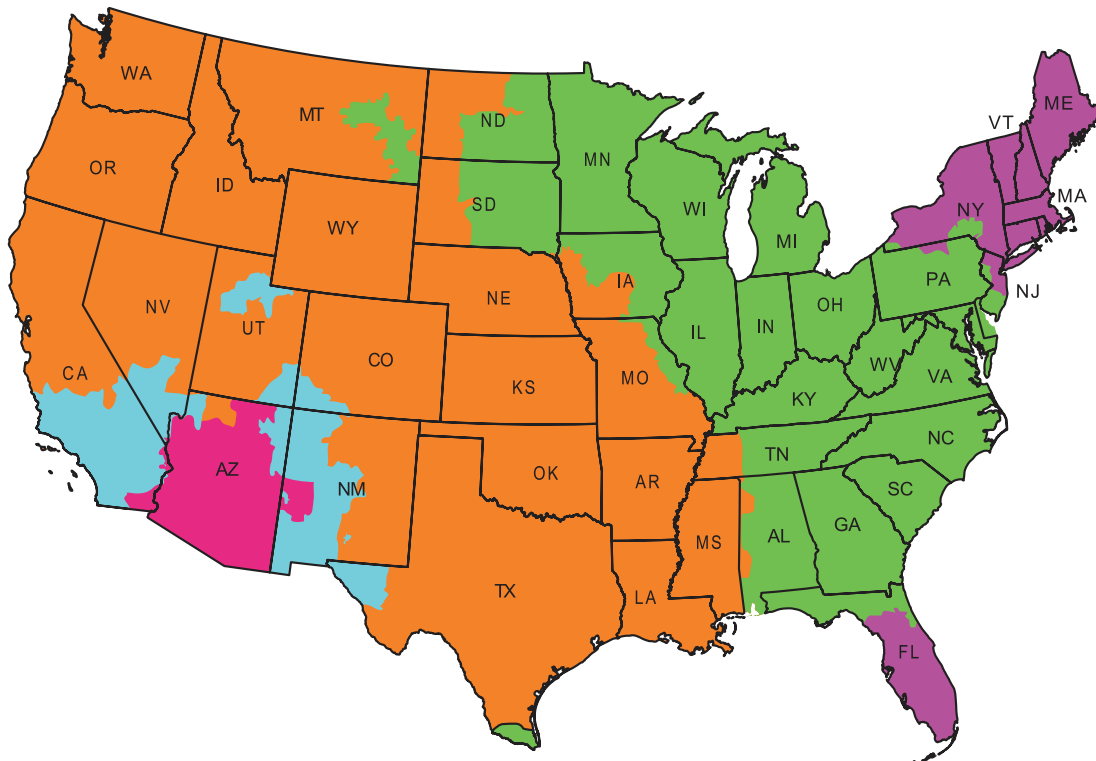
Freight Policy

- All prepaid small package orders are shipped via our preferred carrier—FedEx.
- LTL shipments are excluded from the Freight Max 3 Program.
- Standard ground service rates will be charged to all continental U.S. destinations regardless of the expedited service selected by Sanford in order to deliver within a maximum of 3 business days.
- Specific requests for expedited orders require a freight account number.



**3 DAYS OR LESS GROUND
PARCEL RATES**

For example, an order shipping to New York, NY would typically take FedEx 5 business days via standard ground service. Under Sanford's Freight Max 3 Program the customer would ONLY be charged standard ground service rates, however Sanford would ship this order via FedEx Express Saver in order to reach this destination in 3 business days.



■ 1 Day
 ■ 2 Days
 ■ 3 Days
 ■ ~~4 Days~~
 ■ ~~5 Days~~

Expedited 3 day delivery at ground parcel rates!

This map illustrates service schedules in business days as of January 2015 for FedEx Ground shipments, shipping from ZIP/Postal Code 92231 (Calexico, CA.)

Please Note:

- The map above is a general representation of transit times for FedEx Ground shipments to commercial destinations. In limited areas, transit times may differ between shipments to commercial and residential destinations. For specific transit time information from one ZIP/Postal code to another, please go to Get Rates & Transit Times under the Ship tab on fedex.com.
- FedEx Ground business days are Monday through Friday (excluding holidays). Example: A package shipped via FedEx Ground on Monday with a transit schedule of 2 business days, (not including the day the package is shipped) would be expected for delivery on Wednesday. A package shipped on Friday with a 2-day transit schedule would be expected for delivery the following Tuesday.
- This program does not apply to orders over catalog quantities.