

SETUP & SPECIAL CHARGES

| IMPRINT METHOD | SET-UP CHARGE PER COLOR / LOCATION (v) | REPEAT SET-UP PER LOCATION (v) | PMS MATCHING PER COLOR (v) | ADDITIONAL COLOR IMPRINT (v) | ADDITIONAL LOCATION (v) |
|-----------------|--|--------------------------------|----------------------------|------------------------------|-------------------------|
| Pad Printing | \$60 | \$30 | \$30 | \$0.15 | \$0.40 |
| Laser Engraving | \$60 | \$30 | N/A | | \$0.40 |
| 4-Color Process | \$80 | \$60 | N/A | \$0.65 Running | \$0.65 Location |
| Screen Printing | \$60 | \$30 | \$60 | \$0.30 Running | \$0.40 Location |

| CUSTOM PRINTED PAPER SET UP (v) | PROOFS (v) | SPEC-SAMPLE (v) |
|---------------------------------|------------|-----------------------------|
| Offset | \$160 | Fax/Email - No Charge |
| Matchprint/Proof | \$400 | Virtual Proof - No Charge |
| Digital | \$75 | |
| | | Pre-Production Proof - \$30 |

Artwork

Electronic Art: Send to art@cleggpromo.com. Electronic art must include your company name, contact person and phone number. Please put your P.O. # in the subject field.

The preferred format is an Adobe Illustrator vector file.

We also use Adobe PhotoShop and InDesign. Contact us if you would like to submit a file in another format.

If the artwork requires revisions, an alteration fee of \$60 (v) per hour will be applied. You will be notified of any additional art charges before work proceeds. We will make every attempt to deliver on original in-hand dates.

Art/Pre-Production Proofs

Art proofs are sent via email pdf and must be approved promptly before production can begin. Proofs are no-charge. There is a \$30V charge for physical pre-production proofs.

Batteries

All battery-powered products are shipped with batteries installed.

All electronic products have a certain "shelf life" - a time within which the product should work according to spec. While most products still function after the expiration of the shelf life, the reliability of that product cannot be guaranteed. As such, it is the responsibility of our distributors to be sure that all electronic products purchased from Clegg are placed in the field within six months of our ship date. The warranty is no longer valid after six months from the ship date.

Blank goods

Use end column pricing. Minimum of 1/2 1st column quantity must be ordered.

California Proposition 65

CLEGGPROMO is committed to providing our customers with high quality, safe products that meet all applicable regulatory requirements as enforced by the U.S. Food and Drug Administration, the Consumer Product Safety Commission, and the Federal Communications Commission.

California also subjects products to Proposition 65, known as the "Safe Drinking Water and Toxic Enforcement Act of 1986."

Proposition 65 requires the State of California to publish a list of chemicals known to cause cancer or birth defects or other reproductive harm. As of 2017, over 850 chemicals are on the list. CLEGGPROMO does not test for all chemicals on the list. Unless marked with a Warning notice, products in this catalog comply with CA Prop 65.

At your request, a warning label can be added to any product that reads "**⚠️ WARNING:** This product can expose you to chemicals including phthalates, which is known to the State of California to cause cancer." For more information, go to www.P65Warnings.ca.gov. Please advise your CLEGGPROMO account manager if such a label is required for a specific order.

Consumer Products Safety Information Act

The Consumer Products Safety Information Act (CPSIA) sets rules and guidelines for all children's products. In general, CleggPromo's products are corporate promotional products intended for use by adults. Where a product may have appeal to children, we have tested such products under CPSIA protocols. Please check individual product pages and our website for a CPSIA burst to designate which products have been tested under CPSIA. For more information and to check on CPSIA guidelines, speak to your Clegg Rep and go to: www.cpsc.gov. DETERMINATION OF SUITABILITY OF OUR PRODUCTS FOR THE INTENDED USE IS YOUR SOLE RESPONSIBILITY.

Cancellations

All cancellations must be confirmed in writing and are subject to all costs incurred up to the time of cancellation .

Claims & Returns:

If you wish to return any stock (un-imprinted) merchandise, you must contact us within 10 days of receipt of goods to obtain a Return Merchandise Authorization Number (RMA). We will accept returns of unused un-imprinted merchandise that are accompanied with an RMA and will refund your purchase price subject to a 15% re-stocking charge. We do not accept returns of custom orders unless the merchandise was non-conforming. CleggPromo endeavors to ship only conforming merchandise. If you feel you have received non-conforming merchandise, and the merchandise is damaged, misprinted or defective – you must contact us within 30 days of the date of the invoice to let us know that you received non-conforming goods and to get an RMA. Once you return the merchandise to us with an RMA, we will determine whether the merchandise is actually non-conforming as determined by inspection, then, at its sole discretion, Clegg shall have the right to give credit, repair, or replace any product returned, according to instructions given, when RMA is assigned and confirmed to be defective. Clegg shall not be liable for any incidental or consequential damages resulting from any alleged breach or failing of Clegg.

THIS WARRANTY IS THE EXCLUSIVE REMEDY AVAILABLE TO ALL CUSTOMERS. TO THE EXTENT ALLOWED BY LAW, ALL OTHER WARRANTIES ARE HEREBY DISCLAIMED. CLEGGPROMO SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM OR RELATED TO THE USE OF ANY PRODUCT.

Color/Copy Changes

Color and copy changes are charged a \$35V per change charge.

Co-op Programs

Use catalog end-quantity for pricing. Minimum order cannot be less than half the first column quantity unless previously arranged. Please mark all orders "Co-op" to assure proper billing. Send a copy of the brochure or link to the website in which the item(s) will appear.

Copyright & Trademark

The artwork, designs, and trademarks imprinted on the products displayed herein are reproduced only as examples of the type and quality of imprinted products available. They are not intended to represent that the products are either endorsed by or produced for the owners of the artwork, designs, or trademarks. All copyright and trademark names identified are the properties of the companies that own them. No intent to infringe on any copyrights and trademarks has been made in this catalog. They are presented solely for the education of the reader.

Drop Shipments

Drop Ship Fee of \$10V per location.

Please submit a complete shipment list with order, 5 days prior to ship date. Please contact factory for spreadsheet template.

Fob point

Unless otherwise noted, all orders ship FOB factory Los Angeles.

Freight Estimates

CleggPromo is happy to offer freight estimates. However, we cannot be responsible for the accuracy of estimates as carriers are rarely consistent from the estimates to the actual charges at time of shipping.

International Shipments

For products that need to be shipped out of the country, Customers must choose a carrier and provide an account number for billing. CleggPromo is not responsible for researching and quoting shipping companies. There is a \$25 (v) service charge per destination. The customer must establish declared value for the air bill. If value is not stated on the PO, we will use catalog pricing. Any duties, taxes, etc. charged back to us will be billed to the customer; these charges may be billed 90 days or more after shipment.

Less Than Minimum Charge

\$65(V) The absolute less than minimum quantity is one half the first column quantity. (Factory direct and paper products are excluded).

Licensed Property

Clegg has not sought clearance for any custom art, music or sound in connection with your project. As the supplier, Clegg requires that you have obtained all of the appropriate rights for the project.

Match Print/Offset Proof

Should you require an actual color proof for our offset printed products, we will provide a match print proof to show accurate colors, size and position. Please check the match print for accurate positioning of all elements, and submit written approval and/or revisions with the return of the match print. See specific product for pricing.

Packaging

Any special packaging requirements must be confirmed in writing on your purchase order.

Pen Ink Color

All pens are equipped with ballpoint black ink or gel.

Placing Orders

All orders, and all changes to orders, must be submitted in writing (mail, fax, or email). Phone/verbal orders are not accepted. Factory is not responsible for errors submitted on purchase orders.

PMS color match

Standard PMS colors are no-charge. More complex PMS colors can be "approximated" for \$30 (V) per order, regardless of order size. Please understand that an "exact" match is typically not possible, but we can usually achieve your color(s) within a couple of shades. The color matching fee is a one-time charge and will not occur on reorders. Rush orders are not available when color matches are required. Please allow additional time for a proof and up to 10 business days for your actual order.

Pricing

For current pricing please visit Cleggpromo.com.

Production time

Begins upon receipt of purchase order and art approval.

Contact factory for information regarding rush services.

- Custom Digital Printing: 7-10 working days from art approval
- Custom Offset Printing: 10 -15 working days from art approval
- Custom Mailing Tubes: 20 working days from art approval
- Digital/4-color Process Printing: Standard:
5-7 working days from art approval
- Video In Print: 8 - 9 weeks from art approval
- Laser Decorating: Standard: 5-7 working days from art approval
- Pad Printing: Standard: 5-7 working days from art approval
- Screen Printing: Standard: 5-7 working days from art approval

Random Samples

Samples totaling \$10(V) based on end-column price will be provided at no charge when you supply your shipper number. Random samples must be ordered before 2:00p.m. (PST) to ship that day. Samples requested with specific logos are not considered random samples.

Self-Promotions

All Self-Promotions are EQP less 10% with your distributor logo. MOQ applies. Hard goods only. Excludes custom sound cards, custom paper products, factory direct products, and video products.

Shipping - Ups/Fedex

FOB Location: Los Angeles, CA. Freight to final destination and any applicable sales tax not included in unit price. Alternative shipping methods must be confirmed in writing.

Shipping Weights

All shipping weights listed are approximate.

Spec Samples

\$65 (v) + cost of item (EQP)

Stock Colors

Color swatches are approximate and may vary from actual color due to catalog printing or computer monitor variations.

| | |
|-------------------------------|--------------------------------|
| Red - PMS 485 | Green - PMS 348 |
| Violet - PMS 2607 | Yellow/Orange - PMS 136 |
| Pantone Warm Red | Process Magenta |
| Royal Blue - PMS 293 | Dark Blue - Pantone 072 |
| Forest Green - PMS 330 | Teal - PMS 320 |
| Orange - PMS 172 | Pink/Purple - PMS 241 |
| Reflex Blue | Yellow |
| Burgundy - PMS 202 | Purple - PMS 266 |
| Navy Blue - PMS 282 | Kelly Green - PMS 355 |
| Silver - PMS 877 | Gold - PMS 871 |

Terms

Net 30 from date of invoice on pre-approved accounts. Larger orders may require 50% deposit. Credit Card payment limited to orders less than \$2,500. We accept Visa, Mastercard, and American Express. There is a \$40V charge for returned checks.

Testing facilities

CLEGGPROMO has strong working relationships with several third-party laboratories that are fully accredited by the U.S. Consumer Product Safety Commission. Full product evaluations, including regulatory verification and custom test protocols, are available upon customer request. Pricing and lead-time will be confirmed on a case-by-case basis.

Unders/Overs

The factory reserves the right to ship over or under 3%.

U.S. Customs Copyrights Compliance

For all overseas production, which includes an imprinted copyrighted corporate logo or message, U.S. Customs requires an “authorization to release” letter upon submission of purchase order and prior to final delivery.

1. End user will need to provide authorization on company letterhead.
2. Letter must specify the logo or message, quantity and arrival date.
3. Clegg customer service will contact you with any other requirements.

U.S. Printing

The vast majority of our orders are printed at our factory in Los Angeles, California. The inks and paints we use are made in the U.S. and are tested for compliance with all applicable Federal and State regulations.

Virtual Samples

Virtual samples with up to two revisions are provided at no charge if proper artwork is provided (see section titled Artwork). Additional revisions may be subject to an art charge at a rate of \$60 (C) per hour. Please allow up to 24hrs for most virtual samples. CleggPromo will do our best to honor any rush requests.

OTHER INFORMATION

Arbitration

Any dispute or claim between the parties hereto in any way related to or arising out of this business relationship shall upon the written request of one party served on the other, be submitted to arbitration, and such arbitration shall comply with and be governed by the provisions of California Code of Civil Procedure Sections 1282 through 1294.2. Costs and Attorneys’ Fees: In the event of any dispute, with respect to the terms of this Agreement, the prevailing party shall be entitled to all of its costs and attorneys’ fees (including arbitrators’ fees, reasonable attorneys’ fees and expert witnesses’ fees, if any) in resolving the dispute.

Covid-19 Statement

Due to COVID-19, please know that we are committed to the health and safety of our employees and amazing customers. We are taking all the CDC-recommended steps to ensure a safe working environment. Most of our employees are working from home and we continue to practice social distancing, and other best practices to help protect our team members and you, our valued customers. While we continue to ship orders to customers as quickly as possible, please expect some shipping delays. Due to the current situation we are facing as a society, we are experiencing delays in both our supply chain as well as ship times from many carriers. While most orders are still being shipped on time, please allow up to 3-5 business days for orders to arrive. As a result of these conditions we cannot be responsible for shipping carrier delays or customs delays. If a carrier has a shipping delay or if products are delayed by customs, claims must be made to the carrier directly. We are also not responsible for any delays which result in us being unable to ship by the original ship date and/or not be able to arrive by the original in-hand date Thank you in advance— for your patience and continued loyalty to Clegg Promo! We truly appreciate you.

Submitting Custom Artwork For Sound Products

The trigger mechanisms of our light, sound and voice modules are very sensitive. It is extremely important that the die lines are followed exactly when setting up artwork. Countless custom sound and light products have been produced in many sizes and shapes. Templates for all jobs are available to you via e-mail or FTP. If you are planning to supply us with film or printed pieces, it is essential that you precisely follow the supplied template. We recommend that you allow us to "pre-flight" your files before having film output, to be sure that everything will align properly on the finished piece. If you are unable to send files via E-mail or FTP format, contact factory. We use the following software (feel free to contact us if you would like to submit a file in another format): Adobe Illustrator, InDesign and Adobe PhotoShop.

When submitting artwork, please include everything necessary to output the file, including all printer and screen fonts or outlined fonts and be sure that any and all images are embedded into your artwork document. It is also extremely important that we know how many colors you would like to use on the printed piece, and whether it is spot or process color. If you are going to submit spot color artwork, be sure that the artwork does not have any gradient colors in it. We strongly suggest submitting all artwork in a vector format via Adobe Illustrator. 72 dpi images will not print properly and delays can occur when artwork is not submitted correctly. If you are uncertain about any of these issues, please feel free to contact our Art Department.

When e-mailing your art please provide the PO# in the subject line.

Inkjet and laser prints, faxes, or files taken down from web sites generally do not have sufficient resolution to be used as camera-ready art for offset printing. If this is all that is available to you, contact us and we may be able to recreate your artwork for a reasonable price.

If you need to have images scanned, our flatbed scanners are usually adequate. If color reproduction is critical, we can have high-resolution scans done for you.

In order for you to proof your job before we go to print, we can provide a mock-up that shows art placement and functionality. For four-color process or color-sensitive jobs, we highly recommend that you allow us to provide a matchprint for your approval, since a mockup is strictly for approval of art placement, not color. Please let us know what type of proof you would like to see before we print your job and your rep will quote accordingly.

Most sound cards are printed on one side & folded to enclose the sound module.
Send Art to: art@cleggpromo.com

Submitting Custom Sound

Our standard custom voice chips have a ten second recording capacity. Submissions should be ten seconds or less. For custom recorded sound we suggest the following submission guidelines:

- Sound may be supplied on any of the following audio types: WAV file, Aiff, Au, Voc, or MP3.
- For best results, recording level should be between -6db and +3db.
- Please supply only one message per media type supplied. Example: if supplying three different recorded messages, please submit three different files.
- Acceptable Media Support Files: We use Windows PCs or Mac's for editing and programming.
- FTP Transfers. If your sound file is located on an FTP site, please supply us with the specific site address and password.
- Send Sound to: art@cleggpromo.com

Mailing Tips Regarding U.S. Postal Regulations For Sound Cards

- 1** For first-class single piece mailings using our standard white envelopes, we recommend the use of a postage meter instead of first-class stamps. By using a meter, the cards are likely to bypass the stamp cancelling machine process, thus avoiding potential damage to the cards. Customer can request envelopes with "Please Hand Cancel" printed on them.
- 2** Using our standard white envelopes, first-class single piece mailings for all simple sound effect cards may require extra postage.
- 3** Using our standard white envelopes, first-class single piece mailings for all Fully Orchestrated Sound Effect Cards may require additional postage depending on the number of business cards inserted into the holder and the weight of your mailing label. Single piece mailings, exceeding one ounce, will require additional postage. A surcharge may apply if your local Post Office determines that the card exceeds 1/4" thickness. Consult your local Post Office.
- 4** For extra protection from bending or rough handling, we recommend the use of our "Sound Card Mailing Cartons". These Cartons are made from an attractive white corrugated material, and will retain their shape and rigidity throughout the entire mailing process. They come in two standard sizes to accommodate our entire line of sound cards. Virtually all of our sound cards can be mailed as-first-class single piece mailings. Larger cards will require more postage.