

Customer Profile

Customer Information

Company Name _____
Address _____
City, State ZIP _____
Phone _____
Fax _____
Email _____

Account Information

ASI _____
PPAI _____
SAGE _____
Tax ID _____
Tax Exempt Yes No
Website _____

Sales Information

Sales Contact _____
Address _____
City, State ZIP _____
Phone _____
Email _____

Accounting Information

Accounts Payable
Contact _____
Phone _____
Email _____
Invoice Submission E-Mail Mail

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 which are outlined in this packet and on our website tmaksinc.com.

Name & Title of Preparer _____

Date _____

Trade References

Please provide ALL requested information.

Name: _____ Account #: _____
Phone: _____ Fax: _____
Address: _____
City: _____ State: _____ Zip: _____

Name: _____ Account #: _____
Phone: _____ Fax: _____
Address: _____
City: _____ State: _____ Zip: _____

Name: _____ Account #: _____
Phone: _____ Fax: _____
Address: _____
City: _____ State: _____ Zip: _____

Agreement

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.

Signature _____ Date _____

Name (Print) _____ Title _____

Customs Authorization Agreement

Due to United States Customs requirements, the following documents must be submitted to ensure proper clearance of your product into our country (if applicable):

1. Authorization Agreement
2. Resale Certificate
3. W-9

Any orders will be delayed indefinitely if these documents are not provided prior to shipping.

Sample Authorization Agreement

Please resubmit on your company's letterhead.

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_____.

These terms 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*

Name *Print*

Resale Certificate Information

1. Name of Seller: _____
2. Name of Buyer/Business: _____
3. Address of Buyer: _____
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, please contact your state's Department of Revenue.

General Policies

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

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 the purchase order. All specifications, materials, imprint method, location, etc. needs to be addressed and should be determined before submitting an order. Minimum quantities vary by product.

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 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 indicate this method to 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.

Virtual Creation Fees

Initial Designs

Premium Mocks: Complementary

Display Design, 1st & 2nd with Rendering: Complementary

Additional Designs & Changes

Premiums

- Vector Artwork Creation / Adjustment: \$50/hour
- May require client to provide certain resources, such as reference files, high resolution product images, etc.

Corrugate Displays

- Each Additional Design with Rendering: \$200 each
- Display Structural Adjustment Fee: \$100 each
- POS Change Fee (color, text, resize): \$50 each *with proper art files provided
- Artwork Creation / Adjustment: \$50/hour *with proper resources as required (example: brand guidelines, vector logo(s), high resolution product images, etc.)

Semi-Permanent Displays

- Each Additional Design with Rendering: \$300 each
- Display Structural Adjustment Fee: \$150 each
- POS Change Fee (color, text, resize): \$50 each *with proper art files provided
- Artwork Creation / Adjustment: \$50/hour *with proper resources as required (example: brand guidelines, vector logo(s), high resolution product images, etc.)

Instruction Videos

Instruction video with web page and QR code is available upon request. Additional fees may apply.

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.

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.

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.

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/>

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.

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.

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.

Tariffs

T Mak's International, Inc holds no liability for vulnerabilities that may arise in external supply chains. Quotes are subject to market conditions, including current tariffs. If tariff rates fluctuate before the time of import, any resulting adjustments will be assessed accordingly.

Payments

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

We accept Visa, MasterCard, American Express, checks and money orders. A 4% convenience fee will apply to all orders paid with a credit card. 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.

Sales & Use Tax Disclaimer

T Mak's International Inc. is not responsible for assessing or remitting use tax on behalf of the purchaser. Any applicable sales or use taxes required by your state or local jurisdiction are the sole responsibility of the purchaser. Consult with a qualified tax professional or their local tax authority to ensure compliance with all applicable tax laws and reporting requirements.

Terms

Unless approved otherwise, new customers are subject to prepayment in full prior to order processing. If order history has been established and/or with credit qualification, we can extend terms of 50% deposit in advance to process the order, with the remaining balance on net 30-day terms. Full 30-day net terms available to 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 being completed, signed, and returned prior to shipment of your order; all terms subject to approval on an order-by-order basis.

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. For all FEDEX associated shipments, a \$3.00 per box handling fee will be applied. 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.

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 \$20.00 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.

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.

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.

Agreement

The undersigned certifies that they have read, understood, and agree to abide by the policies and procedures outlined in this document. Furthermore, the undersigned confirms that they are duly authorized to sign on behalf of the company they represent.

Signature

Date

Name (Print)

Title