

## **GENERAL INFORMATION**

*DFA intends to give you quality, service and fast delivery with the most competitive price possible. We know that when you are fully satisfied, we are satisfied. Nevertheless, any defect that may occur which is done on our part will be redone at no charge.*

### **Artwork**

All corporate logos for screening, etching or laser engraving must be supplied in vector art files otherwise an additional \$65 (F) per hour charge will be applied. Art files can be sent via email at: [artdept@designfrancart.com](mailto:artdept@designfrancart.com)

### **Minimum Order**

There is no minimum order on stock or custom product.

### **Pricing**

All prices shown on this website are listed in US dollars and are subject to change without notice. For quantities of 100 pieces or more, please contact our customer service for pricing.

### **Production Time**

Stock Design orders ship 5-10 working days after art approval or pre-production sample. This time frame may vary depending on the quantity of the order. Pre-production sample ship 4-5 working days after art approval.

### **Rush Orders**

Any order required within the normal delivery time will have an extra charge. Please check with customer service before pricing.

### **Inventory**

Unfortunately we are not responsible if some items are not available. We do make every effort to keep all products in stock.

### **Cancellation/ Order Changes**

Cancellations or order changes are subject to all costs incurred to the date and must be received in writing. Changes may change production time.

### **Custom Shapes**

Design Franc Art inc. is opened to custom designs and our team will be more than happy to assist you in creating your unique recognition piece.

### **Material & Embedment Risks**

Design Franc Art inc. will not be held responsible for any items damaged during the embedding process. Dimensions on acrylic will vary slightly due to shrinkage and the fact that each and every piece is handmade. Such minor variations are not considered defects and are not covered. Any items to be embedded which are supplied by the customer must be tested prior to production. At least 5% more than quantity ordered should be supplied in case of damage or defect.

Variation in natural stone color, grain, veining and texture does occur and cannot be considered as defect.

### **Color fills and Screening**

Black, white, silver, gold and copper are standard color fill for etching. Standard color fill are available at \$6 (F) /piece/colour/surface. Pantone matched(PMS) colors are also available at \$10 (F) /piece/colour/surface with an additional set up charge of \$20 (A).

Note: *PMS colors will be matched as closely as possible. Paint fills on etched item cannot be guaranteed to perfectly match PMS chart.*

Silk screening process can match any color of the Pantone® Matching System (PMS). Additional screened colors are available at \$2.50 (F)/piece/colour/surface with a set up charge of 50\$ (F)/color. For large areas, extra charges may apply.

### **Additional Position Etching/ Laser Engraving**

Etching and laser engraving can be added to another surface or a base of a piece with an additional charge of \$7.50 (F). For larger areas, extra charges may apply.

### **Copy Changes/ Personalization**

1 line : \$4.50 (F)

2 lines : \$7.50 (F)

3 lines : \$10.50 (F)

4 lines : \$13.50 (F)

\*All copy or personalization must be supplied electronically.

### **Shipping**

Orders are shipped F.O.B our factory located in Canada or our Maine warehouse for US destinations. Orders will be shipped via UPS or FedEx. Drop shipments are available at a price of \$ 3.75 (F) per destination.

### **Payment Terms**

All new customers will be asked for full payment at the reception of the purchase order. Payment can be done by company check, or by credit card (Visa and MasterCard for US customers only). Credit application form is available from our credit department for the next orders. After credit is established, the term is Net 30 days.

### **Copyright/Trademarks**

Design Franc Art inc. assumes no responsibility for determining who is or is not entitled to a trademark. All liabilities of this nature remain with the client. All designs featured on this website are the property of Design Franc Art inc. and are protected under international copyright law. Artwork, designs, logos and trademarks imprinted on product on this website have been reproduced only as an example of quality and possibilities available from Design Franc Art inc.

### **Disclaimer**

Dimensions and descriptions provided on this website are approximate, and photos may slightly differ from the actual piece.



**DESIGN  
FRANC  
ART**



Member #: 113706



Member #: 42925



Member #: DES10012



Member #: 56085



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