



**Headquarters**  
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## **DYNIC Terms of Sale**

### **STANDARD (STOCKED) ITEMS:**

For all Standard products stocked in our Hillsboro or Atlanta plants, a minimum order quantity of one full case (typically 24 rolls) is in place. Quantities of less than 1 full case are available from our Hillsboro location for an additional fee of \$15. Only full case quantities will be shipped from our Atlanta location. A Standard Products List is available to all customers upon request.

Standard items shall be shipped same day / next day. All orders must be received by 2pm PST for same day / next day shipments.

### **MADE-TO-ORDER (MTO) ITEMS:**

MTO Products are still available for an additional cost and longer lead times. Minimum order quantity one case, plus all overrun quantities. Quantities of less than 1 full case are available from our Hillsboro location for an additional fee of \$15 per item. MTO items include standard products with special labeling and color ribbons.

MTO Products have a minimum lead-time of five business days from the time Dynic confirms the order.

### **CUSTOM ITEMS:**

Custom items are also still available, but all quantities produced must be purchased. All ½” core items and items with plastic cores, are considered Custom Products. Custom Products have a minimum lead-time of seven business days from the time Dynic confirms the order. There are no returns of Custom Products. All Custom Products will include a fee of 15% for wax products, 10% for wax-resin, and 5% for all resin products. Exceptions to these fees are orders of 240 or more rolls (per part number), or orders of thermal transfer ribbon and Cetus® kits.

### **COLOR TTR:**

Color TTR listed on Standard Products List are considered MTO products and all MTO product rules, including a 1 case minimum, apply. All color products not listed on the Standard Products List are considered to be Custom Items.

### **½” Core TTR:**

½” Core items are considered Custom Products and all Custom product rules apply. Minimum quantities for ½” core items will be 48.

#### SAMPLES:

Samples are available of standard configurations upon request. Samples are shipped free of charge. Drop shipping services are also available free of charge.

#### STANDARD PRODUCTS LIST:

The Standard Products List will be updated based on usage rates and/or customer requests. Dynic USA Corporation will communicate all changes to customers.

#### RETURNS:

All returns require prior authorization by Dynic USA. All products are sold without return privileges, except for the replacement of defective products. In circumstances where ribbons shipped within the last one hundred and eighty (180) days are deemed unusable, they may be returned, subject to a fifteen percent (15%) minimum restocking charge. In such cases, if the products are found to be defective in manufacture, they will be replaced at Dynic's discretion, in an amount not to exceed the original purchase price on the product.

#### WARRANTY:

Products are replaced if found to be defective in manufacturing or as a result of damage during shipping, not to exceed actual replacement cost. Product performance is warranted for one year from date of shipment, if properly stored in office or warehouse environment. Dynic USA Corporation shall not be liable for loss of use, revenue, or profit, or incidental, consequential or punitive damages. Dynic USA Corporation recommends that TTR ribbons and Cetus® care label material be tested for each intended application to determine optimum print/application conditions. The suitability of any/all purchased products for intended application or usage is the sole responsibility of the purchaser.

#### CHANGES:

Dynic USA Corporation reserves the right to discontinue any products, or cancel any existing customer contract with 30 days notice to the customer. Dynic USA Corporation reserves the right to change any Dynic product specifications without prior notice, provided there is no change in product performance. If Dynic USA Corporation makes changes in raw materials, manufacturing process, or testing methods that would effect product performance, we will provide written notification and updated product specifications to our customers. Dynic USA Corporation reserves the right to revoke or change any prices or terms of sale, if a calamity occurs with an increase in price(s) for raw materials, which exceeds 20% during a three month period. The customer may discontinue purchases during that period.

#### SUPPORT DOCUMENTS:

Standard Product Lists, Standard Terms & Conditions, Product Specifications, Material Safety Data Sheets (MSDS), Cetus® Printing Method Matrix, Cetus® Applications List, Cetus®/Sirius® Compatibility Matrix, Warranty/Guarantee/Return Policy, and other support documentation are available upon request. All product specifications are also available on our web site at [www.dynic.com](http://www.dynic.com).