

# General Information and Ordering Information

## General Information

### CDS - Catalog Valid Dates - Open and Closed Dates of Service

- **Valid Dates:** This catalog is valid April 18, 2011 - March 2, 2012.
  - **Open Dates:** April 18 - June 30, 2011; September 12 - November 30, 2011; and January 16 - March 2, 2012.
  - **Closed Dates:** July 1, 2011 - September 11, 2011 AND December 1, 2011 - January 15, 2012.
- Place your orders so that they arrive prior to our closure dates since your orders *will not* be processed until our return.

### Year on Merchandise

The U.S. Department of Education requires that the *year you were awarded* the Blue Ribbon honor be imprinted on your merchandise. **The year 2011 will automatically appear on all items ordered from this catalog. If an earlier year is needed, contact *Promote*.**

### NBR - Catalog Valid Dates - Open and Closed Dates of Service

- **Valid Dates:** This catalog is valid September 12, 2011 - June 30, 2012.
- **Open Dates:** September 12 - November 30, 2011 and January 16 - June 30, 2012.
- **Closed Dates:** December 1, 2011 - January 15, 2012. We are also closed on normal school holidays.

Place your orders so that they arrive prior to our closure date since your orders *will not* be processed until our return.

### Standard Delivery Time - (Personalized merchandise)

Items in this catalog that offer the option of imprinting your school name must be manufactured. Merchandise is manufactured at various locations throughout the United States and is shipped directly from the manufacturer to you. Allow 4 weeks from the date your order is received at *Promote* for delivery. The bronze outdoor seals take 6 full weeks for production and delivery. Sorry, we are unable to "rush" orders that must be manufactured.

### Quik Ship Delivery Time - (Unpersonalized merchandise)

**Quik Ship** items are *not* imprinted with your school name. *Promote* processes **Quik Ship** orders within 2 business days after the receipt of your order. Expect delivery of **Quik Ship** merchandise within 4-5 business days.

### Shipping and Handling Charges

Shipping and handling charges are always 10% of your merchandise total.

### California Sales Tax - Schools in California ONLY

The California State Board of Equalization requires that *Promote* charge sales tax based on your California local county/city sales tax percentage. They require that you calculate your sales tax on the combined total of your merchandise **and** shipping/handling. Their regulation applies when a flat shipping/handling rate is used for catalog sales. Refer to Ca. Reg. 1628, Code Sections 6010.5, 6011, and 6012.

### Discounts

A 2% discount applies when you prepay for your order with a check. To take advantage of this discount you must mail your check and order together. *Schools using purchase orders or credit cards may not take advantage of this discount.*

### When Paying with a Check


Mail *only* one (1) collective check for your total order. We *do not* accept multiple checks with your order.

### Returns

We willingly accept returns if your merchandise is damaged, if your school name is spelled differently from your specifications, or if your merchandise does not match the description in this catalog or on our website. Contact *Promote* within two weeks of delivery for assistance.

## Ordering Information

1. Decide how you are going to pay for your merchandise.

- **Check:** prepay by mailing a check along with your completed Master Order Form (which qualifies you for a 2% discount). Mail one check *only*. Although this method is a few days slower, it is the most cost effective.
- **Purchase order:** submit a student body purchase order or a district purchase order along with your completed Master Order Form. Fax or mail these orders. Purchase Orders *do not* qualify for the 2% discount.
- **Credit Card:**  Fax or mail your completed Master Order Form which includes your credit card information. We accept VISA and MC *only*. Credit card orders *do not* qualify for the 2% discount.

2. Fill out the Master Order Form and *keep a copy for yourself*. You will need your copy to count in and compare the merchandise you receive with the quantities you ordered.



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