

## ORDER SHIPPING AND DELIVERY INFORMATION

### **Blind Drop Is Available!**

See details below or call for more details. 760-592-1000

### **For International Delivery**

Please call for more details. 760-592-1000

### **Overnight or Oversized Package Deliveries**

Please call for more Details. 760-592-1000

DTK GLOBAL will always act to make sure that any production difficulties do not delay delivery schedules. In no case shall DTK GLOBAL be liable for any consequential or damages resulting from any delay in shipment or delivery.

All DTK PRINT customers agree not to hold DTK GLOBAL liable for delays in shipments caused by weather conditions, shipping company delays, international customs issues or any other circumstances beyond DTK GLOBAL's direct control (Internal/External Environments). DTK GLOBAL shipment and delivery dates are calculated based upon estimates provided by our suppliers.

DTK GLOBAL will always act to make sure that delivery schedules are met. However, unexpected equipment failure, malfunction and or technical problems may delay the printing process. In case of delay caused by technical difficulty, rush charges/fees will be refunded or waived where applicable. However, technical difficulty will not be the grounds for order cancellation.

Please allow one day for receipt of labeling and billing information before counting turnaround time for shipping from UPS. For example, if you are quoted a shipping time of 3 business days from April 3rd, please allow the first day for DTK GLOBAL to relay your information and for UPS to pick up, and the following 4 business days/non-holidays for your shipment to arrive.

**Shipping rates for high quantity products depend on the customers access to a shipping dock and forklift, otherwise additional charges may apply.**

### **SHIPPING ERRORS & LOST PACKAGES**

Lost or damaged claims can only be filed for shipments over \$50.00 in value and can only be done within 30 days from package shipment. DTK GLOBAL is not responsible for 3rd party shipping errors, omissions or damaged shipments.

### **CUSTOMER SUPPLIED INCORRECT ADDRESS**

When a package is not delivered due to an error made by the customer in submitting an improper shipping address, DTK GLOBAL will reship the package with corrected address and charge an additional shipping fee for the shipment.

### **DROP SHIP AVAILABLE**

We can drop ship to your customer with your company info for additional charge of \$2.00. User accounts, we can also place package Full Color Decal Sticker with your company info with logo for additional charge of \$3.00. Please ask for details. (Drop Ship: DTK GLOBAL does not use our company info, invoices, or logo on the shipment to your client.)

We reserve the right to refuse service without disclosing a reason.  
All prices are subject to change without notice, no adjustments will be made.