# 04918 – Correctional Industries Print and Signage

# Pricing & Ordering

**Ordering Instructions**

*Please visit Correctional Industries website for current products and pricing:* [*washingtonci.com*](https://www.washingtonci.com/products-services/print-signs.html)

*Please note, if you do not find the product you need online, please contact your account executive or email* *printshop@doc.wa.gov**. You can find your assigned account executive at* [*washingtonci.com*](https://www.washingtonci.com/contact-us/account-executives.html)

*Correctional Industries Customer Service: P-1.800.628.4738,* E-*support@washingtonci.com*

*CI reserves the right to give additional discounts at their discretion. When determining eligibility and calculating quantity discounts, please do not include the following:*

* + - 1. *Sales tax*
			2. *Custom orders*

*Inside Delivery: 4% of total purchase price after all applicable discounts*

**Delivery and Special Provisions**

**Delivery**

Delivery Timeframes are dependent upon the order. For most products, Delivery should be completed in 10 calendars days from the time of receipt of complete PO. Exact delivery times can be determined at the time of order.

1. **Receipt of order is the day a complete and accurate order is received by CI. If an order is mailed via USPS to CI, the delivery date will be calculated 5 business days after a complete and accurate order is post marked.**

Late Delivery: The acceptance of late performance with or without objection or reservation shall not waive the right to claim damage for such breach nor constitute a waiver of the requirements for the timely performance of any obligations remaining to be performed by CI. Delayed delivery of more than 10 business days beyond the contract delivery date, Purchaser may impose a 3% penalty per week (not to exceed value of late product), for every week that delivery is delayed (penalty will be assessed on the first day of each week, beginning on the 11thday beyond the contract delivery date). This penalty applies only to those items not available for delivery. CI’s invoice shall reflect any applicable late delivery penalties; otherwise, Purchaser will automatically credit CI’s late delivery penalties against the invoiced amount.

Should Purchaser request delayed delivery extending beyond original contract terms of 10 business days, CI may impose a 3% penalty per week for every week. Penalty will be applied to Purchaser’s invoice as a separate line item unless delay is requested at the time of order and appears on the original order document.

Other Options: In an effort to meet Purchaser’s on-going needs, CI will consider other options (i.e. one-time exception (Exhibit C), discounting, etc.), prior to order placement. All requests for other options shall be submitted to your Account Executive for management consideration ([Find Account Executive](https://www.washingtonci.com/contact-us/account-executives.html)). CI may exercise discretion to approve or deny a request.

**Returns**

**Standard item(s)** may be returned within five (5) business days after receipt provided:

1. Item is new; and
2. Item is in unused condition; and
3. Item must be in the original packaging, provided CI has not disposed of it; and
4. Item is not modified or custom built for the customer.

A restocking charge equal to 25% of the net purchase price (before taxes) will be paid by the customer when the above conditions are met. The customer will be responsible for return freight cost. However, if the incorrect standard product is due to CI error, restocking fees are waived.

Receipt of Damaged/Incorrect Merchandise

Damaged, defective, or receipt of incorrect merchandise should be reported to a Customer Service Representative by contacting 1.800.628.4738. Concealed damage or shortages are to be reported within five (5) business days of receipt of merchandise. The purchaser should retain the carton and a copy of the signed freight bill to facilitate inspection. Once CI is notified of receipt of damaged or incorrect merchandise, CI shall notify customer within three (3) business days of corrective action and the anticipated time frame; remedies should be mutually agreed upon. When damage is identified at the time of delivery it shall immediately be reported to the delivery driver and noted on the receiving report.

**Ordering Point of Contact:** [washingtonci.com](https://www.washingtonci.com/contact-us/account-executives.html) or printshop@doc.wa.gov or 1.800.628.4738