



Minimum Order Quantity

The MOQ (Minimum Order Quantity) for ceramics is 10 cases to allow for shrink-wrapping on a pallet to avoid breakage. For all acrylic and stainless steel items, the MOQ is a single case.

Ceramic Handling Charge

CDI charges \$7 for shrink wrap and pallets required for shipping the minimum order quantity of ceramic items.

Warehouse and Shipping Information

CDI utilizes 80,000 square feet of warehouse space in Perrysburg, Ohio, one hour from Toledo. Warehouse sales and shipping are managed by Tony and Diane Pistilli. Products are shipped within 24 hours of receipt of a Purchase Order. All warehouse shipments are F.O.B. Perrysburg, Ohio 43551. All LTL shipments will be shipped using CDI International's contracted discount structure unless other arrangements have been made with Tony and Diane.

Trucking companies must make arrangements with the public warehouse 24 hours in advance of pick up. Warehouse pick up hours are from 1:30 P.M. to 3:30 P.M. United Parcel Service (UPS) and Federal Express shipments from the warehouse are available with no minimums. Responsibility for delivery and safe cartage rests exclusively with carrier. All claims for adjustments, breakage, and delays in transit must be filed with the carrier. All weights and capacities are approximate. For answers to questions regarding warehouse sales and shipping, please contact [Tony](#) or [Diane](#).

Payment

Upon credit approval, warehouse terms are Net 30 after shipping. We accept all major credit cards. To request credit, please contact [Dianne Herbert](#), CDI's fiscal administrator.

Nature of ceramics and glassware

Due to the inherent nature of ceramics and the properties of glassware produced by foreign and domestic manufacturers, there may be slight imperfections and irregularities which should not be perceived as defective. Variations in materials, firing temperatures and color pigments may result in variations in glaze and imprint colors. Ounces, sizes, and measurements are approximate and may vary from batch to

batch, and within each batch. Slight variation in size, occasional pinholes, minor breakage etc. should all be considered as a normal part of purchasing ceramic items.

These variations are within industry standard and therefore must be considered acceptable. CDI will not accept claims of less than 5% of the total order quantity for each order, subject to CDI's approval. Providing 100% quality would require much more rigid sorting criteria at the factories resulting in substantial price increases. Our products, as well as those of ALL mugs suppliers in North America, are meant to be set at a reasonable standard based on the average industry market price.

Claims and Returns

Claims and/or returns must be made within 45 days of receipt of goods. CDI is not responsible for expenses above the cost of goods and freight. An authorization number must be obtained from Tony or Diane Pistilli before any return. Only unopened cartons will be accepted on returns. CDI reserves the right to replace defective product before offering a credit.

Dishwashing and microwave use

Hand washing is recommended for all of our products to promote the durability of the imprints. Most items are dishwasher-safe (top-rack only in residential dishwashers) unless otherwise noted on the product or its related care information. Dishwashing using commercial equipment (in restaurants, schools, etc.) is discouraged; the harsh detergents and extremely hot water will damage the decorations. Do not microwave any products containing metal, rubber or plastic; ceramics and glass items are generally safe for microwave unless otherwise noted on the product or related care information.