

2024-2025 College Student Planners & Folders Terms & Conditions



Ordering

- School Mate® agrees to produce products in accordance with information collected from its online ordering system and resulting order form. The person submitting the order, hereinafter referred to as the Customer, agrees to furnish all material to be produced in the Customer's products with no subsequent changes, and a *digitally signed* order form. The Customer specifically representing the submitting organization is at least 18 years old and is fully authorized to order and sign the order form as agent on behalf of the organization.
- A submitted order constitutes a binding Contract between School Mate and the Customer. No other statements or oral agreements are binding.
- We recommend ordering extra to account for unexpected enrollment, transfer students, and lost planners/folders. Reordering more later may cost more.
- If Customer's organization requires a PO, the Customer is responsible for providing it and notifying their purchasing department of changes that may affect the PO. School Mate's terms supercede any terms from a PO or written bid.
- If order must be delivered by a specific date, the Customer is responsible for placing the order on time and for charges incurred if the order is refused due to PO expiration.
- Orders outside the USA are not accepted, except for orders from schools with APO and FPO addresses. School Mate reserves the right to deny orders from individuals, retailers, non-educational parties, or others for just cause.
- Customer warrants that releases have been obtained to reproduce any copyrighted or trademarked material submitted with order. If Customer furnishes any custom material, the Customer shall hold School Mate and its subsidiaries harmless against claims, suits, costs, damages, judgments, attorney fees, license fees, settlements, or expenses incurred, claimed, obtained, or sustained by third parties, whether for intellectual property infringement (including copyright and trademark infringement), dilution, misappropriation, or otherwise, because of the manufacture, use, marketing, or sale of planners or folders.
- For marketing purposes only, School Mate reserves the right to display custom designed products in its catalogs or web site. Custom designs remain the property of the Customer and will never be given or resold to another Customer. If a specific item is off-limits, please state so in the *Special Instructions* when order is placed.

Reordering

- A reorder is a subsequent order requesting student planners or folders for the same school year. To reorder, contact School Mate College for details.

Proofing

- As Customer builds their planner or folder online, a proof can be viewed on screen or printed, and changes can be made. After the order is proofed and approved, submit the order.
- Overlooked errors or material inadequately submitted by the Customer (wrong margins, low resolution images, etc.) are considered Customer errors.

Payment

- Orders are invoiced upon shipping. For schools, payment is due Sept. 1, 2024. Payment terms for orders shipped after Sept. 1, 2024 is Net 30. Accounts 30 days past due will be charged 1.33% interest per month (16% annum) or maximum allowed by law. The Customer is liable for any collection fees incurred. School Mate reserves the right to require prepayment. Prices are U.S. currency.
- Order and all material must be received to invoice early. Delayed shipping and invoicing are also available.
- Customer is responsible for payment. If order is canceled, Customer will still be liable for any costs in preparation or production of the order.
- Multiple orders cannot be combined for volume discounts.

- Customer must provide tax exempt form, or customer will be responsible for paying sales tax.
- If Customer includes trademarked material on products that require licensing or royalty fees, the Customer is responsible for paying such fees. School Mate reserves the right to include those fees in the total price of the order.

Production

- Production begins the day *after* the complete order is received.
- Production time does not include weekends, holidays, or shipping time (see chart). Production time is *estimated* as seasonal demands, shortages, or any other reasonable causes can affect it.
- Missing/incomplete material and incorrectly made material (wrong template, wrong margins, low resolution, etc.) will delay production.
- School Mate is not responsible for requested changes after the book is in process. Changes to orders or production halts will incur charges and delay shipping.

*Normal Production	6 weeks
Rush Production	4 weeks
RUSH orders incur a 20% upcharge on the subtotal (\$75 min.)	
All material must be stock items or press-ready if custom.	
*Orders may require 6–9 weeks for Normal Production due to heavy demand.	

Shipping

- Production time does NOT include shipping time. Allow 2- 8 business days for delivery within the 50 states. For APO and FPO orders, allow approximately 6- 12 weeks (USPS does not guarantee a service commitment for APO and FPO addresses).
- All orders within the 50 states are shipped via UPS ground or truck from Kearney, NE. APO and FPO orders are shipped via standard post. To prevent shipping delays, School Mate reserves the right to deny Customer-specified carriers or accounts.
- UPS will deliver to the door only. Truck drivers are not required to unload. The Customer may be responsible for unloading items.
- For planners, shipping within the contiguous 48 states is **50¢/book**.
- For folders, shipping within the contiguous 48 states is **10¢/folder**.
- Planner and folder orders to AK, HI, APO, and FPO cost extra. Call for charges or use our online quote system for shipping costs.
- Delayed shipping and invoicing are available. Choose a delay ship date (when ordering online). Please ensure someone is available to receive order (not available for APO and FPO orders). If shipment is returned to School Mate because no one was available to receive the shipment, or if freight is rerouted, the Customer is liable for extra charges.
- Product damage due to shipping or any other shipment issues must be reported within 7 days. The Customer must retain all packaging, including boxes, if a claim is made. Defective products, not due to shipping damage, must be reported to School Mate within 90 days of ship date. School Mate reserves the right to repair, replace, or credit defective products.
- Planners and folders are a customized product for the Customer; therefore, they cannot be returned for any reason.
- School Mate is not responsible for delays in shipping or receipt of order due to strikes, shortages, heavy seasonal demand, or any other reasonable causes beyond School Mate's control.