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PAYMENT POLICIES /IMPORTANT INFORMATION

Promotional Items and High Volume or Premium Wearables

For promotional item orders, or high volume or premium wearable orders totaling greater than \$5,000, Sigler requires a deposit be placed **prior** to the order beginning in production. This deposit is typically 50% of the order total although in some circumstances of specialty or overseas manufacturing a larger percentage (up to 100%) deposit may be required. Any balance due would be due upon receipt or according to approved credit terms. Sigler is not responsible for production delays or missed timelines resulting from unpaid deposits.

Postage Monies

Postage amounts will be estimated for each mailing and a pre-invoice will be issued for the estimated postage amount in advance of your project dropping into the mailstream. Postage monies in the estimated amount must be received in advance of the mail date unless otherwise approved. If actual postage is less than estimated, the overage may be applied to the invoice balance.

Some clients have frequent mail projects and choose to maintain a Postage Escrow account, funded by the client but maintained and usage tracked by Sigler. Assuming the fund is adequately funded and replenished upon request, having an escrow account ensures mailings will not be held up due to missing funds and eliminates the need for frequent check-cutting and related administrative handling/paperwork.

Postage is able to be paid with a credit card; a 3% transaction fee will be added to the estimated postage amount at the time the credit card payment is processed.

Sales Tax

Sigler charges sales tax on purchases of all goods and services unless the customer provides valid proof of exemption or the purchaser is located in a state where Sigler does not have nexus.

This is the link to the Iowa Sales Tax Exemption form, if needed:

https://www.sigler.com/sites/default/files/filefield_paths/ste_form-rev0619.pdf

Any customer claiming tax exemption without a completed form on file will be charged sales tax. Customers providing the sales tax exemption form and requiring a revised invoice after the initial invoice is generated may be subject to a convenience fee of \$15.

Past Due Accounts

For those accounts that are past due, extending beyond the approved credit terms, Sigler may choose to hold new work unless payment is made or require payment that will bring the account current before current jobs in production may be shipped. If your account is on credit hold or an order is negatively affected by your account status you will be informed by a member of the Sigler team.

Statements and Invoices

For customers with approved credit terms, invoices may be mailed or emailed according to your request on the completed Customer Information form. You are welcome to contact Sigler at any time with any questions or for additional invoice copies if needed; statements are mailed near the 15th of each month.

If you have special invoicing needs or detail requirements, please notify your Sigler representative and make him/her aware prior to project completion. This notification will be used to trigger internal communication that will help ensure your invoice is correct the first time, eliminating unnecessary correction correspondence and allowing the invoice to be processed for payment in a timely fashion.