

Order transaction

That's how we work together



Quality

The basis for your success

During the complete order fulfillment process, the process results are fully documented at all the important points. All neuralgic points are closely monitored by a dedicated quality management team, particularly at point of delivery or collection. Our quality management system is DIN EN ISO 9001:2000 certified.

This is the way we are able to provide products at the specified delivery date and of the quality that you expect from us.

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Advice

Our expertise and experience means that we can advise you in all areas of thermal transfer printing.

We can examine difficult labelling materials for their printability in our laboratory – just for you.

All we need to find the optimum ribbon for your requirements are:

- At least 5 metres of label material,
- The exact name of the material and the manufacturer,
- Information on the printer used by your customer and any special printing conditions that may apply,
- The required durability of the print.



Packing

All ribbons are neutrally packed in cardboard boxes. As standard we avoid individually packed ribbons. They are packed together in one large PE bag per carton, well protected from dust and moisture. To prevent unnecessary waste, we supply all ribbons without an attached empty core.



Labelling

Ribbons and cartons are neutrally labelled. Each product is labelled with the quality, length, width, ribbon winding (inside/outside) and production lot number. We are able to trace all the production stages, should this be necessary.



Minimum order amount

Below a minimum order amount of 50 €, we will charge 20 € extra.

Orders

If you order before 12:00 AM per telephone, fax or e-mail, you will receive the order confirmation the same day.

Direct delivery

We can also send directly to your customer, neutrally packed and using your own delivery notes. You save time and money. For this additional service we charge a flat rate of 10 € per delivery. One transport process less is cheaper for you and better for the product.

Dispatch

We guarantee that our goods are packed in the most suitable way for the respective means of transport in order to arrive at your site or your customer's premises in perfect condition. As a fundamental principle we only use one of our trusted haulage contractors. Express deliveries are also possible.

Payment

We agree upon payment conditions and a credit limit. Our standard payment condition is 30 days net after invoice date. We retain all property rights until payment is received in full.

Complaints

If you have any problems or are unhappy in anyway at all, please contact our sales team immediately. We promise to do our very best to solve the problem quickly (replacement delivery, return, etc.). In Order to give you the best possible service please ensure you always have the operation number or delivery note number. In case of a quality problem we do need more information from you: preferably a detailed description of the problem (printer, adjustment, label material, application), the lot number of the affected ribbon and at any rate a sample, that shows the problem. Please understand that we can only accept return shipments that have been announced and agreed with our sales team.

Legal Claims

Legal claims for defects, warranties, etc., are treated following German and EC statutory provisions. Business relationship with us is governed by German law. The place of jurisdiction is Aachen, we reserve legal action at other courts.

Order processing

The little differences

We offer thermal transfer ribbons either in selected qualities with standard sizes in our **compact**-range or manufacture every ribbon in width, length and your roll specification in nearly 100 different qualities and colours – **made-to-measure** – your order. Automatically this leads to some differences in our terms and how we treat your order.

Compact



Standard Products

We offer more than 100 standard-dimensions of thermal transfer ribbons in our compact program, which are distributed into 24 standard ribbon types (lengths and specification) and 14 qualities.

Special Widths

We also propose special widths of standard ribbon type:

- compact black:
minimum quantity 200 ribbons on 1" core (lengths from 153 m onwards) and 500 ribbons on ½" core (74 – 100 m)
- compact color:
minimum quantity 20 ribbons

Ordering special widths, the delivered quantity can differ from the ordered quantity. The tolerance is ±10 %. Delivery time is 10 working days from order receipt.

Ribbons in special widths cannot be returned.

Quantities

Standard articles are only delivered in full packaging units (VE). Minimum quantity for black ribbons is 1 box (= 1 VE), for coloured compact color ribbons it is one ribbon.

Price

We work exclusively with wholesalers and our prices are always net purchase prices. We calculate our prices for you based on m² and quality plus the more you buy the cheaper the price. In doing this we have to differentiate between „normal“ ribbons of ribbon wound on 1" cores (length from 153 m) and ribbons wound on ½" cores.

Lead Time

For current products we guarantee a lead time between 0 and 5 days:

Same-day-article Delivery same day of ordering (order received until 12:00 AM)

N+5 within 5 working days

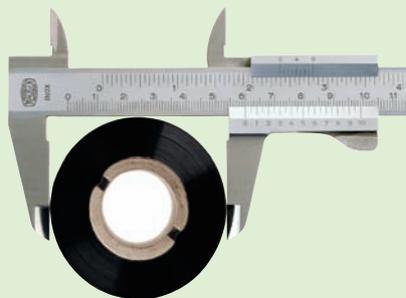
These lead times are guaranteed for a maximum of 20 boxes / article. Anyhow our best-sellers in general are also available in bigger quantities in short time, only adding time for the transport.

Returns

Ordered the wrong item – we take back standard black same-day-articles without question. Up to a limit of 20 boxes and within 2 weeks from delivery.

However, we have to cover all associated costs and therefore charge a processing fee of 10% of the value of the goods. Goods must be announced and returned free domicile in original condition and packing! Ribbons in special widths or made-to-measure cannot be returned.

Made to measure



Products

All articles are produced – made to measure – to the agreed specifications, especially for you.

Quantities

As such orders are a one off, we do ask our customers to accept that the delivered quantity can differ from the ordered quantity. For quantities of around 100 rolls the quantity tolerance is ±10 %. However, for larger quantities this can be somewhat less and for smaller quantities somewhat more, particularly if the order quantity is somewhere around our minimum production quantity.

Price

We work exclusively with wholesalers and our prices are always net purchase prices. As our "made to measure" service has such a wide variety of articles and qualities we have no standard price-list. Our sales team would welcome the opportunity to supply you with an individual offer. Normally, we agree a net price per m², which, multiplied by the length and width of the roll, produces the roll price on the invoice. We add a surcharge for ribbons on ½" cores, plastic cores or rolls with attached take-up-cores, or for special finishes with special cores etc.

Lead Time

We promise to manufacture your rolls as quickly as possible. Normal delivery is 1 to 2 weeks for qualities that we have in stock as jumbo rolls. Our order confirmation gives delivery information "Lieferwoche" (delivery week LW). In addition, please consider the actual transportation time.

If, as sometimes happens, your requirements are urgent, simply talk to our sales team, they will always try their very best to "make the impossible possible".

Returns

Made to measure rolls cannot be returned.

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 Druckverfahren mbH
 Arnold-Sommerfeld-Ring 13
 D-52499 Baesweiler
 Tel ++49 (0) 24 01 91 79 -0
 Fax ++49 (0) 24 01 91 79 -11
 info@calor.de
 www.calor.de

RTT
 Regma Transfert Thermique SAS
 Rue Verdier Monetti
 F-76880 Arques la Bataille
 Tel ++33 (0) 2 35 04 86 65
 Fax ++33 (0) 2 35 04 86 70
 info@regmatt.com
 www.regmatt.com

Safety

You can trust our products

Safety

Upon request we provide you with material safety datasheets (MSDS) for all our products in accordance with standard international directives.

Heavy Metals

The concentration of heavy metals in our thermal transfer ribbons is negligible and always lies below the applicable EU norms (e.g. 2002/95/EC RoHs) for the use of dangerous materials.

Toxicity

In accordance with the applicable norms, our ribbons contain no health-endangering materials.

Contact with Foodstuffs

Some of our qualities have been tested for suitability of use on materials that come into contact with foodstuff and are approved by the ISEGA test institute. Please contact our sales team for further questions.

UL-Approval

The Underwriter Laboratories (UL) are responsible for certifying thermal transfer printed labels in the USA. The checks include the readability and durability of bar codes. UL certified labels are very important for the export of electric devices and machines to North America. A number of wax/resin and resin qualities from our product range are UL-certified on numerous label materials from 3M, FLEXCON and FASSON exist. For further information contact our sales team.

REACH

Thermal transfer ribbon is considered as an "article that can release substances" (the printing ink) according to the REACH regulation. The transferred printing ink therefore is subject to the REACH regulation (but not the polyester base film). We contacted all the concerned suppliers and we could be insured that the assigned substances and preparations have been pre-registered resp. will be registered – situation may 2009. Please contact our sales team for further questions.

Shelf-Life

In principle thermal transfer ribbons have a long shelf-life. We guarantee that when stored correctly (temperature 5 – 35° centigrade, relative humidity: 30 – 80%) our ribbons remain in perfect condition for use up to one year.

Disposal

Thermal transfer ribbons are not recyclable. However, they do not break down and release no substances into the environment. Due to the chemical composition, they present no danger to the water table or atmosphere. For this reason, they can be disposed of as mixed industrial waste. Due to the high energy content we recommend incineration.

