

General Information

1. Minimum in-stock order is one case. No less than minimum available. Orders must be in multiples of case quantities.
2. Imprinted or custom orders are subject to overruns or underruns.
3. Orders placed for future delivery are subject to prevailing prices at the time of shipment.
4. Prices and lead times are subject to change without notice.
5. There may be a slight variation of product and/or imprint color from order to order.
6. Cancellation charges will be billed for any work performed on orders that are subsequently cancelled.

REQUEST A QUOTATION

Request a quotation when ordering substantially larger quantities than those listed in the price list or when special sizes or colors are required.

RETURN OF MERCHANDISE

If it is necessary to return merchandise, contact our customer service department. No returns will be accepted without a return goods authorization number. There will be a 20% restocking charge on all returned merchandise. No credit will be honored after 30 days from receipt of order.

DELIVERY

1. Non-printed in-stock orders will be shipped within 48 hours.
2. Delivery on custom and imprinted orders may vary seasonally. Please consult our customer service department for lead times.
3. Normal production is 10 to 15 days from proof approval.
4. Ship date is scheduled after final approvals.

RUSH DELIVERY

1. A rush charge will be applied to work that must be shipped in less than 10 working days providing it can be fit into the production schedule.
2. Must have camera-ready art to size and waive proof.
3. Must authorize air freight if necessary.
4. Credit must be established and in good standing. New accounts must prepay.

PROOFS

1. One proof will be submitted for all new printed orders.
2. If proof has not been returned within 30 days, the order will be cancelled.
The customer will be charged any art and preparation charges.
3. E-mailed artwork should be supplied. If art or preparation is provided by us, it will be billed at \$50.00(g) per hour, \$25.00(g) minimum.
4. Orders are not scheduled for production until final proof approval is received.
5. Paper proofs only, no preproduction proofs.

IMPRINTING CHARGES

Print/hot stamp charges cover one color on one side. Double the print/hot stamp charge for each additional color and side, unless indicated differently.

PLEASE NOTE: Prices on machine run plastics are per each with less than 25% ink coverage. For heavy ink coverage there is an upcharge of 25%.

FREIGHT

All orders shipped F.O.B. mill unless quoted differently.

PLATES

1. Plate charges are based on print method. See individual product pages for plate costs.
2. Plates may wear out over a period of time and may need replacement; replacement charges will be billed at cost.
3. Screens used for silk screening are not reusable. Silk screen charges will apply to all new and repeat orders.

DIGITAL ARTWORK FORMATS

Acceptable formats:

- Adobe Illustrator CS3. Convert fonts to outlines. TIF, EPS, or JPEG formats at 300 dpi resolution, Bitmapped files at 1200 dpi CorelDraw files must be converted to either Illustrator or EPS files. E-mailed artwork should be supplied. If art or preparation is provided by us, it will be billed at \$50.00(g) per hour, \$25.00(g) minimum. Faxes and photocopies are not acceptable.

Ink Colors

PMS Colors for Paper

Black
Process Blue
Reflex Blue
012 Yellow
165 Orange
186 Red
194 Burgundy
205 Pink
208 Maroon
268 Dk Purple
286 Blue
281 Navy
305 Light Blue
327 Teal
343 Dk Green
476 Brown
348 Green
527 Violet
871 Metallic Gold
877 Metallic Silver

PMS Colors for Plastic

Black
Yellow
Process Blue
Reflex Blue
Rhodamine Red
165 Orange
174 Cinnamon
185 Red
199 Red
209 Burgundy
294 Blue
322 Teal
349 Green
354 Green
490 Brown
526 Purple
871 Gold Metallic
877 Silver Metallic

Hot Stamp Foils

Matte Foils

Gold
Silver
Black
White
Light Blue
Medium Blue
Navy
Red*
Burgundy
Medium Green
Dark Green
Purple
Pink*
Orange*
Yellow*
Brown
Ivory

Metallic Foils

Gold
Silver
Copper
Black
Light Blue
Medium Blue
Dark Blue
Burnt Orange
Red
Burgundy
Medium Green
Purple
Teal
Fuschia
Lime

*Does not cover dark colors