

# INFORMATION

## Orders

We accept orders and consider them as original orders. When faxing your order you must include a faxed "Copy" of the artwork to be used for reference purposes. We will not be responsible for orders that are faxed but not received. We strongly suggest that you confirm receipt of your order. If no Order Acknowledgment/ Confirmation is received within 24 hours, presume we did not receive your order and please contact us. We are not responsible for errors as a result of handwritten purchase orders or ad copies.

Phone orders are not accepted at any time for new or repeat orders. Faxed artwork is not acceptable. Email: [orders@promotionalproduct.net](mailto:orders@promotionalproduct.net).

## Order Confirmations

**Order Acknowledgement & Confirmation is sent for all orders.**

We suggest that you read it very carefully for errors in pricing, shipping addresses & dates, item & imprint colors, etc. Any error not corrected or noticed after this document is sent will not be our responsibility. Orders will not be put into production until payment methods have been arranged and will not proceed to the Art Department until the **Order Acknowledgement & Confirmation** form is returned with an authorized signature on the second page.

## Production Time

Production time will begin the day AFTER ARTWORK APPROVAL and not when the order is received. 10 -15 Working Days is our standard production time; shipping time is not included. Any orders with an event date less than the standard production time will be charged as a "RUSH Charge".

For Econo Coasters & Air Freshener orders, production time is 3-4 weeks, beginning the day after artwork approval; RUSH service is not available for this item.

**For custom orders and quotes - production times may vary.**

## Rush Orders

Please check availability with factory before placing any rush order. Customer must fully authorize Next Day Freight. Rush orders are accepted only if production schedule and stock are available. Manufacturer is not responsible for freight charges incurred on Rush Orders. Production time is 7- 9 Working Days AFTER ARTWORK APPROVAL.

\*There will be a \$62.50(G) charge for 500-1000 pieces and \$125(G) charge for quantities over 1000 pieces. For orders of 2500 pieces or greater, please contact us.

## Event Sensitive Delivery

Must be clearly outlined on your purchase order. To ensure absolute satisfaction, please indicate when you want the product shipped & the "In Hands" or "Event Date". If "Event Date" is less than Artmetal standard production time Rush charge will be applied automatically. Rush Service DOES NOT include rush delivery service. We strongly recommend "OVERNIGHTING" your shipment for all RUSH orders.

## Paper Proofs

**It is the policy of Artmetal to send the first artwork proof at no charge.**

However, if any further proofs are required after the first proof there will be charged an additional \$12.50(G) per proof. It is your responsibility to approve the paper proof in a timely manner. Approved/signed proofs must be received by fax or e-mail; **PHONE APPROVALS WILL NOT BE ACCEPTED.**

You, the customer, are responsible for any and all errors that may have been overlooked on a signed paper proof. Please note, any changes to your artwork proof will result in additional charges and will delay the original scheduled shipping date. Please note that product on a paper proof will appear slightly different than actual product due to different printers and computer monitors.

## Artwork

**Imprint quality depends on the artwork provided with your order.**

To avoid delays and additional charges, please provide vector file artwork such as Illustrator CS3 or PDF. Artwork should be at 300dpi (or higher), 0.25" inside and outside bleed (if applicable) and converting fonts into outlines or curves.

Digital art requirements: Our Art Department uses PC platforms. We cannot guarantee files sent from MAC formats will be usable. We suggest converting the file to an EPS and providing a PDF for comparison purposes. We accept vector art such as Illustrator files, as they provide superior reproduction quality and allow images to be resized without loss of detail. All screen printed orders require vector based artwork.

Digital art can be sent to [artmetalpromo@gmail.com](mailto:artmetalpromo@gmail.com) however, you must reference your P.O.# in the subject line and your company name must be included in the body of the e-mail.

Due to the increasing number of viruses, e-mails sent without referencing a P.O.# in the subject line will not be opened. If you need to e-mail your P.O., please email to: [orders@promotionalproduct.net](mailto:orders@promotionalproduct.net).

If artwork needs to be "created", "touched up", or "redone" there will be a charge of \$75.00(G) per hour, which will be evaluated by the Art Department at time of receipt. Please add \$25(G) per copy change.

For artwork produced using the ECONO Process we strongly recommend Full Color Artwork with bleed using darker tones. We do not suggest using ECONO with large unprinted areas. By using darker colors and less white space the air freshener will have a less noticeable scent application.

Artwork for 4 Color Process: 100% color matching is NOT AVAILABLE; slight variations in color may occur. Product on proof will appear slightly different than actual product due to different printers and computer monitors. Pantone colours will be converted to 4CP equivalent.

For the Screen Printed Process, artwork must not have any gradients or half tones (see below). Maximum 3 Colors Screen Printed on each side.

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### Screen printed process:

solid colors.  
no gradients & halftones



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### 4CP digital process:

100% color matching is not available  
PMS colors will be converted to CMYK

