



General Information

ARTWORK & DESIGN

Camera/Production-Ready Artwork

- If not supplied in production-ready form an art charge of \$50.00 (G) and up may be incurred.

Electronic Artwork

- Electronic file transfers are accepted via disk, e-mail or FTP.
- If manipulation of artwork is necessary, an art charge of \$50.00 (G) and up may be incurred.
- Refer to page 81 for guidelines for sending electronic artwork.

NOTE: When individual typeset personalizations are furnished, the cost for personalizations will still apply as described in the price sheet. The factory reserves the right to determine if all artwork is acceptable.

See Custom Orders below for additional information.

CANCELLATION – DECREASE ORDER CHANGE

If an order is cancelled or decreased, factory will invoice for all material and labor costs incurred up to the date on which the order was cancelled or decreased. As we are a JIT manufacturer, cancellations/decreases may be subject to a \$25.00 (G) cancellation charge and partial or full charges of the order.

C.O.D. ORDERS

Not available. Visa, Mastercard and American Express are accepted.

COLORS

PMS colors are available and will be matched as closely as possible. As colors reproduce differently on different materials, exact matches cannot be guaranteed. Intricate artwork may incur additional charges for colorfilling.

COMBINED PRICING

Available on same style and size item only.

CUSTOM ORDERS

Custom orders requiring modification to existing catalog products—quotation will be provided. Custom designed orders requiring total fabrication will incur design, artwork and development charges in addition to the price of a prototype—quotation will be provided.

ENCLOSURES

Non-personalized customer-supplied cards, notes, or other material enclosed with each item \$.45 (G) each. Personalized customer-supplied cards, notes, or other material enclosed with each item \$3.25 (G) each.

IDENTIFICATION LABELS

Labels applied to presentation boxes, no charge.

INDIVIDUAL DROP SHIPMENTS (MULTIPLE)

\$4.75 (G) per destination plus postage and insurance. Prices include re-mailer.

INTERNATIONAL SHIPMENTS

Add \$22.50 (G) for each destination for handling the additional paperwork. Third Party Billing is not available for international shipments. Duties and taxes will be billed if received after initial invoicing.

LARGE QUANTITY ORDERS

For large quantity orders, special quotations will be provided.

MERCHANDISE LOST OR DAMAGED IN TRANSIT

It is the responsibility of the consignee to make all claims with the carrier if an order is not received or arrives in a damaged condition as a result of improper handling by the carrier. We will assist, if possible, in making the claim. Keep all cartons and packaging materials for the carrier's inspection. Any and all responsibilities of this company will cease 30 days after an order has been shipped.

MINIMUM ORDER CHARGE

\$45.00 (G)

MOUNTING EMBLEMS AND MEDALLIONS

Emblems or medallions supplied by customer will be mounted on flat surfaces at \$3.00 (G) each.

ORDER CHANGES

Changes made to an order after production has begun may necessitate rush charges if they jeopardize meeting the requested ship date for the order.

OVER-RUNS AND UNDER-RUNS

We reserve the manufacturing right to ship 5% over- or under-runs where applicable and bill accordingly.

PACKAGING

Standard products are packaged in a two-piece presentation box (unless otherwise noted) at no extra cost. Individual re-mailers—\$3.25 (G) each; EXCEPTION: re-mailers for crystal products—\$6.25 (G) each. Key tags, certificate holders, silkscreened econ-awards, plexiglass picture frames, individual coasters, and namebadges are polybagged and bulk shipped. Metal picture frames and acrylic awards and clocks with piano finish base are packaged in original retail packaging.

PRICES

Prices listed for merchandise in this catalog include charges to imprint unless otherwise indicated. All prices are F.O.B. Cottage Grove, Minnesota. Postage or prepaid shipping charges, insurance charges and handling charges will be added to invoice. WE RESERVE THE RIGHT TO WITHDRAW ANY ITEM AND TO CHANGE PRICES WITHOUT NOTICE. PRICES MAY ALSO CHANGE WITHOUT NOTICE DUE TO THE FLUCTUATING ENERGY COSTS AND THE MARKET VALUE OF RAW MATERIALS. PRICES IN THIS PRICE BOOK ARE EFFECTIVE AT TIME OF PUBLICATION. CURRENT PRODUCT PRICING IS AVAILABLE ON OUR WEBSITE AND THOSE PRICES WILL PREVAIL.

This catalog supersedes all previous catalog prices and items.

PRODUCTION TIME

Normal Production Time: Ten to fifteen (10-15) working days from receipt of production-ready artwork, proof approvals and all personalizations.

Artwork Production Time: Two to three (2-3) working days.

Repeat Order Production Time: Ten to fifteen (10-15) working days.

Rush Production Time: "Blitz Scheduling" describes deliveries in fewer than ten (10) working days and can be instituted for faster than normal delivery scheduling with factory approval. An additional Blitz service charge of 10% for 6 to 9 manufacturing days, 25% for 3 to 5 manufacturing days, 50% for 2 manufacturing days, or 100% for 1 manufacturing day over and above all specified pricing will be added to cover overtime and special handling of the order. The minimum Blitz charge is \$25.00 (G) for 3 to 9 manufacturing days and \$50.00 (G) for 1 or 2 manufacturing days. We assume no responsibility for the scheduling and/or delays caused by common carriers.

PROOFS

Formal presentation computer generated colored proofs, \$70.00(G) or desktop color proofs, \$20.00(G). Art preparation charges are additional. First photocopy proof of artwork completed by factory and faxed in 3 to 4 working days, no charge. Subsequent faxed proofs are \$12.50 (G). Art preparation charges are additional. Photocopy proofs of customer furnished black-and-white camera/production-ready artwork which requires no factory artwork, \$12.50 (G).

NOTE: AFTER FINAL APPROVAL OF ANY OF THE PROOF OPTIONS, SEE PRODUCTION TIME ABOVE.

REPEAT ORDERS

Be sure to identify repeat orders, giving us our previous invoice number and the year the order was produced. Repeat orders will be priced in the quantity of the repeat order at the pricing that is currently in effect.

RETURNS

To obtain return authorization the factory must be notified of any problems pertaining to an order within ten (10) working days of receipt of the order. A 20% restocking charge will be incurred for return of unimprinted product..

RIGHTS TO PRODUCTION MATERIALS

Artwork, production film and dies are the property of the customer and remain on file with the manufacturer. They can be obtained upon request.

SAMPLES

Catalog samples are invoiced at the 101-250 quantity. If you wish to return the sample, it must be returned within 30 days from the date of the invoice. A credit memo will be issued for the cost of the sample only; freight and handling must be paid. Returned samples must be received by the factory in good condition or credit will not be issued.

Spec (pre-production) samples are priced at the quantity of 1 plus any artwork charges, silkscreen set-up charges or any other make ready charges that are necessary for production. If the sample is approved without any changes, the set-ups and makeready charges will apply to the final production of the order. (See page 52 for spec sample information on Digital Graphics awards).

THIRD PARTY BILLING

\$6.25 (G) per box for special handling. The account number, telephone number and all reference information must be included on your purchase order. Not available for international shipments

WAREHOUSE RELEASE PROGRAMS

Charges apply for each shipment after first. A \$9.50 (G) warehouse release charge will apply to prepaid orders held in inventory for releases. This charge covers office expenses and warehousing. These orders will be held no longer than 12 months at which time final shipment will be issued. All necessary production charges are subject to catalog specifications. Production delivery dates apply.