

GENERAL INFORMATION

ACKNOWLEDGEMENTS:

All orders will be acknowledged via fax. Please advise customer service immediately of any changes and/or correction that have to be made. All changes must be made in writing.

ARTWORK RETURN POLICY:

Artwork will be returned if clearly requested on the purchase order or requested in writing. Artwork will be shipped via UPS ground. Distributor is responsible for freight charges.

CANCELLATION:

All cancellations have to be in writing. Phone cancellations are not acceptable. Cancellation charges are determined by the amount of work completed at time of cancellation. Minimum charge is \$20.00(z) plus any other cost incurred.

COMPUTING SQUARE INCHES:

The area for custom shape products is measured by multiplying the maximum height by the maximum width. (EX. 3.5" high X 2.5" wide = 8.75 sq. inches).

CONFIRMATION:

All confirming orders must be clearly marked "CONFIRMATION". Factory is not responsible for duplication if not clearly indicated.

CONSECUTIVE NUMBERING:

The set-up charge for consecutive numbering is \$50.00(v). Items are not packed in order. If "in order" packing is required, please contact customer service for a quote. Production time for consecutive numbering orders is 10 working days.

CO-OP PROGRAMS:

Please contact our sales department for information. All Co-ops must be factory authorized to insure proper billing. Purchase orders must indicate co-op program and co-op quote number when submitted, if not, standard catalog charges will apply.

LESS THAN MINIMUM:

Less than minimum not available unless otherwise stated.

PRICES:

All prices are F.O.B. factory and are subject to change. Please log on to www.venturaline.com for current pricing or pre-arranged pricing or quotes. Customers will be notified in writing of any price discrepancy, which must be confirmed by the customer in writing, or production delay may occur. If no confirmation from customer is received, shipment or billing will be considered final. Between column pricing is based on the next lower quantity. For example, orders calling for 175 pieces will be priced at the 100-piece price; orders calling for 750 pieces will be priced at the 500-piece price. Contact factory for quantities larger than shown in catalog. Prices in this catalog are effective February 1, 2018.

SELF PROMOTIONS:

Items for self promotions will be billed at the end quantity price. Imprint must contain same company name as on the purchase order. Other catalog prices apply.

PRODUCTION TIME:

Standard production time for most items is 5-7 working days. Order and Art must be received by 11:00am cst. Production begins AFTER proof and credit approval. If samples are needed, production time will start after written approval of such. If credit has not been established, production will start after receipt of payment or prior arrangements have been made. Rush service is available on most items. Contact our sales department for production schedule on large quantities.

QUOTES:

No quotes will be honored unless in writing. Factory is not responsible for errors on a verbal quote where written confirmation is not received prior to production. Please reference quote number and date on order. Quotes are valid for 90 days from date of issue.

RE-ORDERS:

Plates and artwork are kept on file for 3 years from the last order date. Re-orders must contain the customer number, P.O. number and/or factory job number plus a copy of the artwork to ensure correct artwork is used. If no copy of artwork is supplied, factory will email a proof at N/C for verification. It is the customer's responsibility to contact customer service immediately after receiving the proof if a discrepancy exists. If no confirmation by the factory is received, factory is not liable for final imprint of product. Artwork CANNOT be transferred from one customer's file to another without the written permission from the original customer and/or owner of the original artwork.

RUSH ORDERS:

Orders which are needed sooner than the standard production time must clearly indicate the event date, ship date and shipping method on the purchase order. Production starts after approval of credit, art and/or proofs. Camera ready/approved artwork must be provided. Rush orders need prior approval from the factory. Contact our sales department for rush service on large quantities. Rush fees are based on receiving order and art by 11:00am cst. The following rush charges are subject to order quantity(v).

Next Day	\$150.00
2 days	\$90.00
3 days	\$60.00
4 days	\$50.00
5 days	\$35.00
6 days	\$20.00

RETURNED CHECK POLICY:

There is a \$40.00(z) charge for any returned check. Terms may be changed to prepayment with a Cashier's Check or Money Order only for all future orders.

TERMS:

Payment terms are 1%-10, Net 30 with approved credit. First order requires either full payment in advance or 50% with order, balance pending on approved credit. A 1.5% monthly service charge will be assessed on all invoices not paid within terms. Funds must be in U.S. dollars. Factory accepts Master Card, Visa and Discover. Accounts not in good standing may be subject to prepayment of orders.

CAMERA-READY ARTWORK:

'Camera-ready' refers to art and copy that is ready to be transferred to film without any retouching. Retouching includes art that has to be retraced, redrawn or reworked on the computer or by an artist. Images or type should be in black on a clean white background with at least 600 DPI (dots per inch). If artwork consists of several colors, a separate piece of art has to be supplied for each color along with a composite. Images have to be in exact position and to size or larger of the product imprint area. Colors have to be marked on each piece of artwork. Original art is reproduced using a high-resolution drum scanner. Any imperfection in the submitted camera-ready artwork will appear on the final product. Customer service will notify customer if camera-ready artwork needs corrections or if new art has to be submitted. Factory is not liable for final product appearance of customer's submitted artwork if corrections are needed but not authorized.

COMPUTER ART:

No art charge will be applied if camera-ready artwork is supplied on disk or e-mailed. All artwork (logos and copy) must be complete and in the exact position required. Artwork provided by e-mail or on disk must be vectorized for spot colors; otherwise products will be run as four-color process. All fonts must be provided with the art, or type must be converted to path. If factory has to vectorize raster art, additional art charges may apply.