

## **SUSTAINABLE DEVELOPMENT- QUALITY ASSURANCE**

When you place an order with Hit Promotional Products on any one of our more than 1000 products or directly import an order on a completely custom product you can rest assured that your product will be compliant with Federal, State and local regulations. Additionally you are partnering with us to further our commitment to the economical, ecological and social tenets of Sustainable Development.

We have embraced our Corporate Social Responsibility to meet your needs and the current demands of our entire customer base without sacrificing the ability of future generations to continue to do so by minimizing our impact on the environment, operating in a safe work environment and respecting labor standards both at home and abroad and focusing acutely on delivering quality and safety every time.

We have partnered with an accredited third party testing laboratory that is one of the World's largest consumer product auditing, inspection, certification and testing organizations and recognized by the American Association for Laboratory Accreditation (A2LA). The goal of our partnership is to take a proactive approach to address any possible safety hazards inherent within our products and to assess the merchandise performance and durability in accordance with standards set forth by the ASTM, FDA and CPSC.

All printing inks used to decorate products offered by Hit that are printed in the United States have been certified to be Proposition 65 compliant. In an effort to better serve our customers and to assist them in their Proposition 65 compliance efforts, we will supply, upon request, and for a charge of \$0.20 (g) per item a label with Proposition 65 warning language similar to below.

**WARNING:** This product may contain chemicals known to the State of California to cause cancer, birth defects, or other reproductive harm.

Please continue to refer to the Hit Promotional Products website ([www.hitpromo.net](http://www.hitpromo.net)) as needed for additional statements regarding our Corporate Citizenship and Social Responsibility along with our ongoing Environmental and "Green" initiatives. We are also in the process of developing an exclusive website for our clients that will offer them access to all product safety test reporting and links to Governmental and Non-Governmental Regulatory sites.

## ACKNOWLEDGEMENTS:

Orders will be acknowledged via fax.

## ART CHARGES:

Art charges will be assessed according to time, difficulty and amount of materials used at \$40.00(X) per hour. Notification will be sent if charge exceeds \$40.00.

**NOTE:** All art work received will be maxed out to our imprint area unless otherwise specified on your art work.

## ARTWORK REQUIREMENTS:

The quality of your imprint depends upon the quality of artwork supplied to us! All orders requiring artwork must be sent in as Black and White CAMERA READY art. Artwork can be submitted via E-Mail or by Mail on disk (3.5 or CD) or Camera Ready PMT's. color separated if more than one color. Laser copies of 1200 DPI resolution are also acceptable. We are Macintosh platform, however, whether you are Mac or PC based, we are able to accept your graphic files if you meet the requirements listed. To avoid delays and art charges please supply CLEAN CAMERA READY artwork.

**NOTE: OUR DELIVERY SCHEDULE MAY DEPEND ON THE QUALITY OF THE ARTWORK SUBMITTED.**

Artwork can be accepted from the following programs:

1. Adobe Illustrator - CS or lower
2. Photoshop - All EPS or TIFF files (scanned or created) must be INITIALLY SCANNED from CAMERA READY artwork at 600 dpi or higher, 100% of final size or larger.

**Please Note: Vector Art (such as 1 or 2 from the above list) is preferred. It provides the best quality and allows images to be resized without loss of sharpness and detail.**

If scanned images are used with artwork, they MUST be sent as a separate file scanned at 600 dpi or higher.

**EMBROIDERY:** For digitized files, save as Tajima format with color sequencing.

**ALL FONTS MUST BE CONVERTED TO OUTLINES, CURVES OR PATHS.**

**COMPRESSION:** Please use Stuffit or Zip.

## WE DO NOT ACCEPT:

Gif files, Page layout files such as Quark or Pagemaker, Word processing documents such as MS Word/Power Point, Photocopies or PMT's of photocopies, business cards, letterheads, fax transmissions, etc.

## E-MAIL ART ONLY TO:

***(No correspondence will be accepted at this address!)***  
**hitart@hitpromo.net**

When sending your artwork via E-Mail it is very important that you include the following information.

In the Subject Area:

- PO# & Customer Service Representative (If Known).

In the Message Area:

- Company Name, Your Name, Phone Number
- Item to be imprinted
- Name of Program Used to Create Art

**PLEASE FAX OR MAIL your PURCHASE ORDER and a HARD COPY OF THE ARTWORK for VERIFICATION to your Customer Service Representative!**

HIT® Promotional Products is not responsible for any changes or requests emailed to our ART E-MAIL address.

**Please Note: Artwork with tight registration, halftones, screen tints and/or bleeds must be reviewed by our Art Department for approval. Avoid very fine lines, both in type and illustrations.**

## CANCELLATION CHARGES:

Orders cancelled during production will be charged for the work completed at the time of cancellation. Embroidered items add \$100.00(G).

## CHANGE OF COPY CHARGE:

Hot-Stamped and Silk-Screened items - same as set up charge for that item.

## CHANGE OF PRINT COLOR CHARGE:

Hot-Stamped, Pad-Printing or Silk-Screened items add \$25.00(G) per change.

## CHANGES TO AN ORDER:

Any changes made to an order (by phone) after received at factory must be confirmed in writing, email or by fax. Note: Changes may delay shipments and charges may apply.

## COMPLAINTS:

**Complaints must be made within 15 days after receipt of shipment.**

## CONFIRMING ORDERS:

All confirming orders must be clearly marked as such. Factory will not be responsible for duplication of orders if "Confirmation" was not clearly marked on order.

## CO-OP PROGRAMS:

Co-Op programs will be extended the End Quantity Price providing at least the minimum quantity is ordered for each release. All other applicable charges are as per the standard catalog pricing. A copy of the catalog in which you are featuring a Hit® item must be submitted to our factory. All Co-Op purchase orders must clearly state "Co-Op Program".

## COPYRIGHT/TRADEMARK LAWS:

Hit® assumes that artwork submitted for reproduction in producing an order, was submitted in full compliance with the laws governing copyright, trademarks, etc. Purchasers, by placing these orders, agree not to hold Hit® responsible for any damages, costs and/or expenses arising under these laws as a consequence of our use of said artwork.

## DISCLAIMER POLICY:

100% Cotton fabric colors are not guaranteed to be colorfast. Due to variances of materials and other circumstances beyond our control, Hit® cannot guarantee continuity of shade, color, size, texture or construction of finished goods from lot to lot. Due to manufacture tolerances, all dimensions have acceptable variations of 1/8". Hit® is not liable for delays due to acts of God, material shortages, shipping or customs interventions.

**EMBROIDERY INFORMATION:**

Unless otherwise specified on product page price includes up to 7 thread colors and 5,000 stitches for bags, blankets and bathrobe, 7,000 stitches for caps. If design exceeds the included amount of stitches we will quote before proceeding with order.

**THREAD COLORS:** See page 379 for standard Madeira thread colors. Add .35(G) per item for Metallic Gold & Silver, per 1,000 stitches.

**TAPE CHARGE:** \$100.00(G) for all new orders. For designs exceeding the standard amount of stitches, add \$35.00(G) per each additional 1,000 stitches to the embroidery tape charge and .35(G) running charge for every additional 1,000 stitches to the price of the item. Additional stitch charges also apply to all free tape orders.

**TAPE EDIT CHARGES**

1. Reduction or enlargement of customer supplied tape - \$15.00(X). Maximum reduction or enlargement of tape is 20% of original size.
2. Up to 2 lines of straight-line type edit - \$20.00(X). Straight line copy-stock lettering only. Up to 7,000 stitches \$25.00(X) tape charge.

**DUPLICATE TAPES/DISCS:** Tape on file, \$25.00(X) each.

**ADDITIONAL THREAD COLORS:** Add \$1.50(C) per piece, per color, per location for 8th and 9th color. If a thread color change is required add \$35.00(G) per change.

**INDIVIDUAL PERSONALIZATION: *Initials*** - add \$5.00(G) per bathrobe or bag to the embroidered price. ***Names*** - add \$8.00(G) per bathrobe or bag to the embroidered price. **Note:** Names and Initials not to exceed 1" height and not smaller than 1/2".

**CAP**

**3D EMBROIDERY PRICING:** In addition to the standard embroidery price please add .95(G) per piece up to 7,000 stitches (1 color, front panel only). For every additional 1,000 stitches add .54(G) to the price of the cap. Additional stitch charges also apply to all free tape orders.

**Rear & Side Embroidery:** Up to 5,000 stitches and 7 thread colors, add \$2.50(C), plus a \$50.00(G) tape charge.

**IMPRINTING METHODS:**

**HOT-STAMPING, SILK-SCREEN, PAD-PRINT, TRANSFER PRINTING, OFFSET PRINTING, DE-BOSSING & LASER ENGRAVING:**

**Maximum imprint area will be used unless otherwise specified on order.** Please see page 379 for a list of standard colors used. Please contact factory for Offset Printing colors.

**CERAMIC:**

**Imprint Colors:** All standard colors available.

**Note: *Metallic Gold and Platinum are not standard on Ceramic items. Add .50(C) per side, per piece.***

**IMPRINT COLORS:**

**Ceramic:** PMS color match not available. **Note:** Because of high firing temperature of ceramic enamels, exact color match cannot be guaranteed. All ceramic colors are permanent and home dishwasher safe.

**Hot Stamp:** We will come as close as possible with our standard colors at NO EXTRA COST. Exact PMS color match is not available. **Exact color matches cannot be guaranteed on re-runs or proofs.**

**Pad-Printing:** PMS color match - add \$50.00(G). Exact color match cannot be guaranteed on re-runs or proofs.

**Silk Screen:** PMS color match - add \$50.00(G). Exact color match cannot be guaranteed on re-runs or proofs. Double hit is recommended for better ink coverage when printing light ink colors on dark-colored canvas. Please call for details and pricing.

**Transfer Printing:** See page 379 for color chart for a list of standard colors. PMS color match add \$50.00(G) per color, per order. (excluding umbrellas). **Please Note: Exact color match cannot be guaranteed on re-runs or proofs.**

**LESS THAN MINIMUM:**

Unless otherwise specified, add \$50.00(G) for all products. Absolute minimum on any style is half the regular minimum unless otherwise specified. On all Ceramic and Embroidery items NO LESS THAN MINIMUM ALLOWED.

**LIABILITY LIMITATION:**

In the event of a defect in material or workmanship, Hit® will replace the goods, F.O.B. point of shipment or refund the purchase price for the merchandise at Hit's® sole discretion, provided that a written claim is received within 15 days from the shipment date. Hit's® liability shall not in any event exceed the cost of furnishing a replacement for the defective product.

**MUG MAILERS:**

Available for all Ceramic Mugs.

SINGLE	TWO	FOUR	
\$ .80	\$1.00	\$1.25	(3G)

**MULTI-COLOR IMPRINTING:**

Varies on each item. Charges are marked on individual pages. Minimum quantity for 4 color process printing is 200 pieces.

**OVERRUNS AND UNDERRUNS:**

All orders are subject to overruns or underruns of 5 - 7%. Orders specifying exact quantities are not available.

**PAPER OR ELECTRONIC PROOFS:**

Available at \$15.00(G). Paper proofs will be faxed or Electronic proofs will be emailed unless otherwise noted on purchase order. **PRODUCTION BEGINS AFTER RECEIPT OF WRITTEN PROOF APPROVAL. NO CREDIT WILL BE ISSUED FOR ANY ART ERRORS AFTER APPROVAL.**

**PRODUCT PROOF:**

\$40.00(G) on any Hot-Stamp, Silk-Screened or Pad-Printed item. \$50.00(G) on De-bossed items. \$45.00(G) on any Laser Engraved item. Any revisions on proofs will be charged a new proof charge that includes any additional art, die or screen charges. Embroidery, Heat Transfer and 4 Color Process, contact factory for charges.

**PRODUCTION TIME:**

Normal production time on all Hot-Stamped, Pad-Printed, Laser Engraved and Silk-Screened items approximately 2-3 weeks. Embroidery and Transfer printed items approximately 3 to 4 weeks.

**QUALITY OF CERAMICS:**

Due to the inherent properties of ceramic ware produced by foreign manufacturers, there may be small imperfections or irregularities which should not be perceived as defective. Variations in materials, firing temperatures and color pigments may result in variations in glaze and imprint colors. These variations must be considered acceptable.

**REGISTRATION:**

A registration variance of ±1/32" may occur with multiple colors and must be considered acceptable registration.

**REORDERS:**

To insure exact duplication submit invoice number and a sample. If previous order included an art, die or screen charge, but a change of copy is needed on the new order, it will be necessary to charge a new art, die or screen charge on the new order (except items where no art or die charges apply). **NOTE:** We keep dies on file only for orders shipped no earlier than January 2007. Exact imprint color and product cannot be guaranteed on repeat orders.

**RETURN OF GOODS:**

Factory authorization number must be obtained in writing prior to return of merchandise for any reason, or our Receiving Department will not accept return shipment. Once blank items are decorated, no returns will be accepted. All boxes containing blank items must be inspected and verified as the correct product ordered before decorating. For third parties, it is the decorator's responsibility to verify receipt of correct product. Blank returns will have a 20% restocking fee or \$20.00, whichever is greater.

**RUSH ORDERS:**

Orders requiring less than normal production time must be clearly designated, and AIR SHIPMENT must be authorized. Orders needing 10 working days or less **MUST HAVE FACTORY AUTHORIZATION** before being accepted, and a rush charge will apply.

**3 DAY RUSH SERVICE TERMS**

- All Camera Ready Artwork Must Be Emailed To: [rushart@hitpromo.net](mailto:rushart@hitpromo.net)
- Catalog Quantities Only. Less Than Minimums Not Available.
- Subject To Inventory Availability • **Order Must State 3 Day Rush**
- Customer's Account Must Be In Good Standing
- One Color And One Location • No Proofs
- Production Begins The Day After The Order Is Received.

**SET UP CHARGES:**

Set up charges will apply to all orders. This charge is listed on individual product page. Set up charge on exact repeat orders, unless stated in individual product information, will be \$25.00(G).

**SPEC SAMPLES:**

Hot-Stamped, Pad-Printing, Laser Engraved, De-bossed and Silk-Screened items at \$50.00(G) per color. Embroidered, Heat Transfer and 4 Color Process items, please contact factory for pricing.

**WRAPAROUND IMPRINT:**



Price includes both sides or wraparound imprint if the same color is used. If not requested on P.O., only side one will be imprinted. Wraparound imprint on handled/tapered mugs may distort near the paring line. Due to the shape of some products, geometric shapes and/or logos may be distorted and wraparound imprint may not be offered.

**SHIPPING:**

All packaging and shipping weights are approximate. They are subject to change without notice.

Due to the Volume of orders shipped daily, adjustments to ship methods

MUST be received 2 days before scheduled ship date or changes cannot be guaranteed. Shipping methods on orders SHIPPING EARLY will not be adjusted to meet in hands date.

**SHIPMENTS:**

Orders shipped to more than one destination are subject to a charge of \$10.00(G) for each additional destination.

**MUGS:**

To ensure safe delivery for ceramic mugs and drinkware a *Protective-Pack* box will be used. Our *Protective-Pack* cartons are designed and approved by Federal Express. Special rates have been negotiated with Federal Express for this program. In the event that you decline the use of our *Protective-Pack* box or specify a carrier other than Federal Express, it is understood that **HIT® PROMOTIONAL PRODUCTS WILL NOT BE LIABLE FOR ANY BREAKAGE CLAIMS.** Pricing for each *Protective-Pack* box is \$6.25(G).

**TRUCK SHIPMENTS:**

Must be marked on purchase order **INSIDE DELIVERY.**

**HANDLING CHARGES WILL APPLY TO ALL ORDERS.**

*Any claims concerning delayed merchandise must be made directly to the carrier. Hit® Promotional Products' responsibility ceases once the merchandise is delivered to the carrier.*

**EXPORT PAPERS AND SPECIAL PACKAGING:**

All orders for export requiring documentation will be billed at the rate of \$25.00(G) per set of papers. When special packaging is specified, an additional charge will be levied. Please identify your customs broker.

**C.O.D. SHIPMENT:** Not Available.

**NOW YOU CAN CHARGE YOUR ORDER!**



American Express



MasterCard



Visa

Visit Us On The Web @ [www.hitpromo.net](http://www.hitpromo.net)

*NOTE: Colors and textures of certain products may vary according to manufacturer. Because we have no control over what is sent, these variations must be considered acceptable.*

**---FORCE MAJEURE:**

**HIT PROMOTIONAL PRODUCTS CANNOT BE HELD RESPONSIBLE FOR FAILURE TO FULFILL A DELIVERY COMMITMENT AS A RESULT OF SITUATIONS BEYOND OUR REASONABLE CONTROL. THIS INCLUDES, BUT IS NOT LIMITED TO OCCURRENCES SUCH AS: NATURAL DISASTERS (I.E. HURRICANES, FLOODS), LABOR STRIKES, CONGESTION AT PORTS OF ENTRY, US CUSTOMS/HOMELAND SECURITY HOLDS AND DELAYS, OR FAILURE OF SUBCONTRACTORS TO PERFORM. HIT® PROMOTIONAL PRODUCTS WILL PROVIDE WRITTEN DOCUMENTATION IN SUPPORT OF ANY FORCE MAJEURE OR COMMERCIAL IMPRACTICABILITY CONDITION UPON REQUEST.**

