

CANCELLATIONS: Charges will apply based on amount of work completed.
(i.e. Layouts, typesetting, art, plates, printing, etc.)

CHANGES: All changes must be submitted in writing.

ORDERS: Must be in writing (faxed, e-mail or original). Telephone orders are not accepted for mutual protection. All orders must include quantities, sizes, color of product, color of imprint, finishing, accessories, in-hand date, and shipping instructions.

OVERS AND UNDERRUNS: Due to the nature of manufacturing, it is not always possible to produce the exact number of items ordered. Thus, all orders are subject to a 5% over or underrun and will be shipped and invoiced accordingly.

PRODUCTION TIME: Normal production time is 5-7 working days.

RE-ORDERS: Please identify with factory invoice number and date of last order.

RUSH ORDERS: Call factory first to confirm. Orders **MUST** be received by 11:00AM to include that day.

RUSH SERVICE AVAILABLE:

- 1 DAY SERVICE-** Add 50% or \$ 50.00 (whichever is greater)
- 2 DAY SERVICE-** Add 30% or \$ 40.00 (whichever is greater)
- 3 DAY SERVICE-** Add 20% or \$ 30.00 (whichever is greater)
- 4 DAY SERVICE-** Add 10% or \$ 20.00 (whichever is greater)

To all products & additional charges pertaining to the order.

SHIPPING: All shipments are F.O.B. NEW YORK via UPS-ground unless otherwise instructed.

SPLIT SHIPMENTS: A charge of \$10.00 (P) per location.

HANDLING CHARGE: \$10.00 (P) handling charge when customer supplies their own shipping account number.

WEBSITE: For pricing & product information - www.ribbonbadge.com

Prices are subject to change without prior notification.

ARTWORK REQUIREMENTS

- 1) **We are PC Based**
- 2) All art containing fonts (type styles) **must be converted** to either curves or outlines (making them graphic objects).
- 3) There are certain types of files that we can generally use without problems. They are Vector (line drawing) files. These are files created in vector graphics programs such as Corel Draw, Adobe Illustrator or Freehand.
- 4) We CAN accept Bitmap image type files (TIFF, BMP, JPEG, PDF) but only if they are monochrome (basically black & white). They MUST BE very high resolution (600 DPI or greater)
- 5) Please e-mail us a PDF copy along with your actual art file for content comparison to insure proper art file interpretation after "opening."