

General Information

1. ACKNOWLEDGEMENTS

Acknowledgements are made by fax or mail within 48 hours following receipt of your complete order instructions. All information regarding pricing, quantity, color and design will be included along with a sized photocopy of the art work. Please check this information carefully and inform us of any discrepancies by phone and fax. **Your order will not be produced until the signed acknowledgment is returned to us. Please carefully review your artwork before you sign, for you are responsible at this point. Thank you!**

2. ARTWORK CHARGES

Our art department is able to touch-up existing artwork that cannot be supplied in the proper vector format or recreate from almost any other format such as an existing piece of printed work or even a business card. Our art charges are \$60.00(g) per hour by 15 minute increments. Art charges will be quoted beforehand based on the work required. No work will be done until the quoted art charges have been approved.

3. HARD COPY AND ARTWORK

We reserve the right to determine what is camera-ready artwork and to re-size the art for best print quality as well and for placement on the product. Supply camera-ready artwork, black and white (AS LARGE AS POSSIBLE ON 8.5 x 11 STANDARD LETTER SIZED PAPER). Specify to use maximum imprint area or if smaller, specify image area desired. Please see art charges above in reference to submitted artwork determined to be not camera ready. **Photocopies are not considered camera-ready art.** Please consult the GuildLine in regards to direct films.

4. ELECTRONIC ARTWORK

For best results, compile artwork in a vector* based format. We do not recommend converting tiff, jpeg, or bitmap type files to EPS file format, for they do not convert over to a vector based file format. Artwork is kept on file for two years. **We will not accept JPG or GIF file formats for artwork, as they will not produce a quality imprint. Any artwork in either JPG or GIF formats will require an additional art charge.**

* Resolution Independent

File formats accepted: Adobe Illustrator CS8 (.ai or .eps), Photoshop CS8 (.tif or .pdf), .tiff or .pdf files must be a minimum of 600 dpi with artwork to size. Once a job is completed, all artwork is available in any of the above file formats @ \$20.00 (g) plus shipping.

5. GOLD IMPRINTS

Gold or gold group colors (pinks and purples) will be re-quoted if usage is deemed excessive. Pinks and purples (gold group colors) are priced at a premium.

6. COLOR REGISTRATION

Direct screened close color or butt registration may result in a registration variance of 1/16" in the horizontal plane, this is within industry standards and must be considered acceptable.

7. HALF-TONES

Half-tones and screen tints can be direct screen printed in one color. Camera-ready art requires a 65 line screen for half tones and a 65 line screen within the 20% to 80% range for screen tints. Add 15c (g) per item additional charge to scheduled prices. The charge to convert line art to half-tone or screen tint is \$27.50 (g).

8. PERSONALIZATIONS

Individual names, proper nouns, or sayings can be direct screen printed. Size and type styles are limited and a complete typed alphabetical list must be provided. Add \$4.00 (g) per personalization, plus an additional \$3.25 (g) for precious metal. Approximately 4 names and \$44.00 (g) per screen - may vary depending on actual size of lettering & drinkware item.

9. PROOFS

PDF artwork emailed proofs are included with every order at no charge. Paper proofs are also available at \$7.50 (g).

10. SPECULATIVE SAMPLES / VIRTUAL SAMPLES

Speculative samples are available at \$30.00 (g) per color, plus normal art and screen charges. Virtuals \$20.00 net to be refunded with a Production order.

11. STANDARD INK COLORS

The GuildLine carries a standard pallet of 39 colors for ceramic and glass. We also carry a standard pallet of 17 colors for stainless and plastic. The PMS color numbers for swatches listed are approximated and will vary slightly in production runs. All ceramic and glass items are imprinted and fired at approximately 1120°F, making imprints long lasting with reasonable care.

12. INK COLOR MATCHING

PMS numbers are used as a reference only (the nature of ceramic inks is such that **exact PMS color matching cannot be guaranteed**, but most colors can be matched quite closely). The charge for color matching is \$27.50 (g). Ceramic inks are somewhat transparent; the results will vary depending upon color of the item imprinted. **Please consult The GuildLine with questions pertaining to imprinting on dark colored and glass items!** As of 2008, many of the standard inks are now being processed in Lead Free. There is a possibility that colors could lose some of their vibrant shades. Please call if concerned when matching PMS colors.

13. RUSH CHARGES

Our normal turn around time is approximately 7 business days from time of artwork confirmation. See page 3 for rush service details.

14. LESS THAN MINIMUM ORDERS

Orders for less than the minimum quantities shown on the price schedule are subject to a \$30.00 (g) per color set-up charge.

15. SECOND SIDE IMPRINTS AND WRAPS

There is no charge for second side or wrap-around imprints done with ceramic inks and using the same color. **To insure a quality second side imprint of tight registration, multi-color artwork, an additional running charge may be required.**



16. PRICES

Due to the fluctuations in North American currencies and rapid raw material and labor inflation in China, GuildLine will honor the printed catalog prices for as long as possible. We may have to make periodic price updates, this will be done on our website, www.guilddline.com. We advise that you verify prices prior to quoting your customer by visiting our website. We will inform our database via an email blast when there has been a price adjustment. Prices are based upon material and labor costs as of the date of the catalog and are subject to change without notice. Repeat Orders - Setup is \$15.00 net

17. QUALITY OF GLASS AND CERAMICS

Due to the inherent properties of glass and ceramics, small imperfections may be evident and are not to be considered flaws. Variations in height, diameter, capacity and glass color may be evident and are considered within industry standards. In no way will these variations diminish the effectiveness of the product.

18. SHIPPING

Unless otherwise specified, within 5 days of due date, shipments will be made by the carrier of our choice. Motor freight will be used when it is economical. Fed Ex/UPS, Air, or Parcel Post shipments must be protected by **overpacking at an additional cost of \$7.50(g) per box**. If shipment arrives damaged, a claim must be filed upon receipt of shipment with carrier. Orders requiring inside or residential delivery must be noted on your order. Failure to do so may result in delayed delivery and additional freight charges forwarded to you after the initial invoice is issued. Freight estimates by the factory are not guaranteed and we will not be held responsible for the final billing. Customer pick up must be within 72 hours of notification or a storage fee will be charged. Pallet and overpack charges may occur. Using a customers acct # to ship with, 3rd Party/Freight \$5.00 net. UPS Returns for Wrong Address \$ 15.00 net.

19. PALLETIZING

GuildLine reserves the right to charge for palletizing a gaylord (corrugated protection packaging) if your order requires special handling. We reserve the right to add \$25.00 (x) per pallet charge and \$25.00 (x) per gaylord (C/P). Pallet Charge if CPU \$ 25.00 net.

20. DROP SHIPMENTS & SPLIT SHIP SERVICE

There is a \$10.00 (g) charge for each drop or split shipment.

21. UNDERRUNS AND OVERRUNS

Although every effort will be made to ship the exact quantity ordered, due to the difficulty of manufacturing exact quantities without sacrificing quality, **all one color orders are subject to a variance of 10%, multicolor orders may vary by 15%**. Orders requesting no overruns may be shipped short by the above amounts. Orders stating no underruns may be shipped over by the above amounts.

22. CANCELLATION CHARGES

All costs incurred prior to order cancellation will be invoiced.

23. RETURNS

Merchandise cannot be returned for any reason without written factory authorization. Any merchandise that is returned without a RMA# will not be accepted.

24. CLAIMS

Claims must be made within 30 days of receipt of a shipment. Claims for freight adjustment, breaking, printing issues, shipping errors, or any other error must be filed within 30 days of receipt. Return merchandise must have authorization from GuildLine. GuildLine reserves the right to inspect items from the actual production run before processing any complaints and/or disputes.

25. SUBSTITUTIONS

Due to unavoidable manufacturer's product changes and improvements, we reserve the right to substitute, at any point in time, products that compare in price & design for those shown in the catalog.

26. PROPOSITION 65

All items which require Proposition 65 Warning will require a .25 charge for label application. GUILDLINE FOLLOWS ALL PROP 65 COMPLIANCE ISSUES. ALL OF OUR PRODUCTS ARE TESTED AND CERTIFIED BEFORE GUILDLINE TAKES POSSESSION AND DECORATES. GUILDLINE ONLY USES LEAD FREE INKS, AND WE WILL SEND ANY OF OUR PRODUCTS TO A TESTING LAB OF THE CUSTOMER CHOICE FOR ANY OTHER KINDS OF TESTING OR WE WILL BE GLAD TO SEND IT TO ONE OF OUR TESTING LABS. THERE WILL BE A CHARGE FOR THIS SERVICE.

If any distributor or end customer knowingly or unknowingly sells product distributed into the State of California and does not inform in advance, in writing, prior to production of the order, the distributor or end user will hold GuildLine harmless from all liability for alleged Prop 65 violations. It is the distributor's responsibility to notify GuildLine in advance of shipments to California or eventual indirect shipments to California. Any and all costs associated with defending any legal claims due to Proposition 65 will be the responsibility of the distributor and/or end customer, if GuildLine has not been given advance notice prior to production of their order(s).