

Promotional Products Catalogue

GENERAL NOTES

Supplying Digital Files

- Macintosh format. QuarkExpress, Photoshop, Illustrator, In Design, CorelDraw. EPS format preferred. Convert all fonts to outlines.
- Where graphics run to the edge of the item, provide 1/8" bleed all around.
- Provide fonts and supporting images. Provide PDF proof image.
- CD or email. For large files we can download from your FTP site or provide you with access to our FTP site to upload.

Offset Printing

- Setup and Epson proof are included unless noted otherwise. Please note that all digital proofs are 4 colour process and spot colours are simulated.
- Where colour reproduction is of prime concern, we invite you and encourage you to attend the press run to allow you to approve the printing as it comes off the press.
- Our pricing is based on you supplying completed artwork in suitable digital format. Any excess computer time artwork by us due to incomplete or incorrect information provided will result in additional costs.

Screen Printing

- Setup and PDF proof are included unless noted otherwise. Paper colour proofs (Epson) are extra if required. Please note that all digital proofs are 4 colour process and spot colours are simulated.
- Where colour reproduction is of prime concern, we can provide colour swatch for your approval prior to printing.
- Our pricing is based on you supplying completed artwork in suitable digital format. Any excess computer time artwork by us due to incomplete or incorrect information provided will result in additional costs.

Production Time

- Production time is calculated from the date of proof approval. We will not be held responsible for delays caused by material shortage due to circumstances beyond our control. Rush orders may be subject to overtime charges.

Shipping

- Unless instructed otherwise, we ship by the most cost effective method by courier. In the Greater Toronto Area we use a local courier. Beyond the GTA we use either Purolator, UPS or FedEx.
- For large shipments we use one of several common transport companies. Approximate freight costs can be quoted in advance.
- We provide a packing list which is handled in one of 2 ways: for shipments going direct to the end user, we fax a copy of the packing list to the distributor; for shipments going to the distributor, we include the packing list with the shipment.
- We do our best to pack so that the product arrives undamaged. We do not, however, insure shipments against damage or loss unless instructed to do so.
- For international shipments, we provide the necessary documentation for customs purposes. All of our products are compatible with the Free Trade Agreement.

Terms

- Overs/unders: 5%
- Invoice: Net 30 days, 2% 10 days with credit approval. First order is COD.

Contact

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