

## ABOUT ARTWORK

- Electronic Artwork (*Preferred!*)
- Formats: vector format EPS, AI, CDR and WMF, with all fonts converted to outline/curves.
  - E-mail to [artwork@pacificline.com](mailto:artwork@pacificline.com) All e-mailed artwork must include industry reference number and PO number. Orders are not accepted at this mailbox.
  - MS Word, Publisher, and other non-vector format files are not accepted.
  - Please fax or include paper artwork with P. O.
  - Multi-color imprint must have color separated artwork in electronic form only.

Paper Artwork no longer accepted.

## SETUP CHARGE & ART CHARGE

- Screen Setup Charge (screen-printed products)
- **\$60.00 (P) per color.**
  - Color change: \$30.00 (P), Copy change: \$30.00 (P).
  - Screen charge is a service charge only and payment does not transfer title to the customer.
  - PMS color match charge: \$30.00(P) per color, closest match only, not guaranteed. PMS on colored surfaces not recommended and not guaranteed.

### ARTWORK - THE QUALITY OF YOUR ARTWORK DETERMINES THE QUALITY OF THE IMPRINT

- Art Charge And Other Things You Should Know
- Photocopies, business cards and faxes are not considered artwork!
  - Reversed art or fine-lined art are not recommended due to fill-in and factory will not be responsible for quality of imprint.
  - Art charge (\$96.00 (P) per hour) will apply if artwork is not camera ready, or if reconstructing or touch up is required.
  - Art charge is a service charge only and does not transfer title.
  - A correction charge of \$50.00 (p) will apply to all corrections received AFTER the plate or screen has been made.
  - All art changes are additional to screen and setup charges.

## IMPRINTING

- First Color/Location Imprint
- Most prices include 1-color 1-location imprint.
- Second Color/Location Imprint
- Available as indicated by 2nd color or location pricing listed under each product.
  - Additional screen setup charge is \$60.00 (P) per additional color/imprint.
  - Third and fourth color imprint available on some products. Inquire.
- Blank Goods
- Blank goods available at the next quantity price UNLESS item is listed as blank goods.
- Less Than Minimum
- On most items, add \$30.00 (P) with an absolute minimum of 1/2 the lowest catalog quantity.

## PRODUCTION TIME

- Normal Production Time
- 5 - 7 working days after art approval (subject to stock on hand).
- Rush Orders
- 3-day Rush: add 25% to total order (Must confirm with factory).
  - 2-day Rush: add 50% to total order (Must confirm with factory).
  - Please specify shipping method.
  - If order is for special event, please mark "must have in-hands day" on Purchase Order.
  - Factory reserves rights to omit paper or PDF proof for rush orders.

## CONFIRMATION AND PAPER PROOF

- Order Guidelines
- Factory will not accept phone orders. All orders must be faxed, e-mailed or mailed in.
  - All orders are subject to a daily cut-off of 2 PM, Pacific Standard Time. All orders received after the cut-off will be processed the next business day.
  - Factory is not responsible for any error caused by fax, e-mail transmission and other technical malfunctions, including scanner, phone line, and toner issues.
  - Large quantity bill must be requested by fax or e-mail. Quote reference number must be used on purchase order.
  - E-mail orders to [orders@pacificline.com](mailto:orders@pacificline.com)
  - Minimum invoice amount: \$35.00 excluding shipping
- Order Confirmation
- Orders acknowledged by fax or e-mail only. Contact factory if you do not receive an acknowledgement within 1 working day. Factory must be contacted immediately for any discrepancies.
  - Orders that are not marked "Duplicate" or "Confirmation Only" will be produced and invoiced to distributor.
- Proofs
- PDF Proof - **FREE**. (E-mail only, e-mail address required.)
  - Preproduction Proof - \$50.00 (P) + cost of product + screen charge + applicable art charge.(non-refundable)
  - Preproduction proofs available in 3 - 5 working days. Rush charges apply for rush pre-production proof.
  - Copy set at factory will have PDF proof e-mailed for approval. One change allowed free of charge. Additional correction will be billed at \$25.00 (p) per change.
- Order Cancellation
- Order cancellation subject to the cost incurred at the time of cancellation, and must be in writing. An order cancellation charge of \$30.00 (p) + applicable screen and art charges will apply.
  - Buyer is responsible for all cancellation costs.
  - Shipping charges, setup charge, and art charges are non-refundable.
  - Imprinted products are not returnable or refundable.

White		Warm Red		Dark Blue 281		Blue 072		Maroon 195		Green 354		Light Grey 429	
Black		Bright Red 186		Reflex Blue		Pantone Yellow		Brown 732		Pantone Green		Dark Grey 431	
Silver 877		Rhodamine Red		Process Blue		Athletic Yellow 1235		Burgundy 222		Dark Green 343		Pantone Violet	
Gold 872		Rubine Red		Royal Blue 286		Orange 021		Purple 266		Teal 320		Pink 230	

\* Please see website for updated standard color list