

General Information

Production-Ready Order

For an order to be considered factory-ready, we must receive all of the following information: artwork, ad copy layout, typestyle and size, item number and description, color of imprint and color of item, quantity, shipping method, ship address and ship date, approval of proof (if proof is requested or required), and special instructions.

Please see order checklist on the inside back cover to help avoid delays.

Artwork

Artwork is kept on file for 24 months. After 24 months, it is considered a new order.

Camera-Ready Artwork

Artwork should be supplied as camera-ready. Camera-ready artwork is artwork with a high black-and-white contrast, has no grays, is crisp, sharp, and needs no further touch-up, design, color separation, or rearranging for use. We cannot use pre-screened/pre-tinted artwork or halftones, or thermograph printed art. Some thin lines and reverses may not reproduce at the thickness or size submitted. The use of licensed artwork requires a written release. Artwork when submitted is assumed to be in full compliance with laws governing copyright, trademark, etc. Factory reserves the right to make slight alterations in copy and logos to adapt to imprinting processes.

A typestyle can be specified, but if we do not have that specific typestyle, it will be matched as closely as possible. Exact duplication of a typestyle, including logo typestyles, cannot be guaranteed unless an Adobe Illustrator file is submitted.

Electronic Artwork

On Disk: Artwork can be accepted digitally from the following programs:

- ▶ Adobe Illustrator (any version, PC or Mac)—preferred format
- ▶ Photoshop (black and white .tiff, .pict, .jpeg files) scanned or created at 1200 dpi (high resolution) and at approximately the actual size of the imprint area
- ▶ Freehand (saved as an illustrator “.ai” format, Mac or PC)
- ▶ Quark or InDesign files must be sent with the linked file. A linked file may include .eps, .pict, .tiff, or .jpeg file formats.
- ▶ Corel Draw (Using the “export” function, select “Adobe Illustrator .ai” format and the “Convert Type to Curves” option (placed/imported images do not convert; include as separate files and not embedded)
- ▶ Stuffit Deluxe (most .sit, .zip and .sea files can be uncompressed) Please supply a hard copy with an electronic file. Artwork will be returned upon request or it will be discarded.

E-mail:

- ▶ Artwork is accepted via e-mail using the above formats. Include distributor’s purchase order number and company name on subject line.
- ▶ The Jaffa e-mail address for sending artwork is jaffaart@norwood.com.
- ▶ Artwork can be transferred directly to our FTP site: www.norwood.com/sendart

Hard Copy Artwork

To ensure accuracy, please send sharp, high contrast, color-separated or black-and-white artwork that needs no touch-ups. A hard copy of art must be submitted with the production order.

- ▶ Norwood reserves the right not to print any logo or message that is deemed inappropriate

Proofs

Email Proof

Black-and-white paper proof sent via email

- ▶ \$10(g) for each proof produced
- ▶ Production time: 2 business days

Fax Proof

Black-and-white paper proof sent via fax

- ▶ \$10(g) for each proof produced
- ▶ Production time: 2 business days

Product Proof

One printed sample prior to full production run of an order.

- ▶ \$40(g), plus cost of item
- ▶ Production time: standard production times apply

Speculative Sample

Rendition of artwork with actual product

- ▶ \$40(g), plus cost of item
- ▶ Production time: standard production times apply
- ▶ If order results, \$40(g) is refundable

Virtual Spec Sample

Rendition of artwork on high res image of actual product sent via email

- ▶ \$25(g) for each virtual spec produced
- ▶ Production time: 5 business days
- ▶ Please submit purchase order for virtual spec samples

Random Sample

Sample of product with random imprint

- ▶ Memo billed for samples over \$10(x) at the end quantity price
- ▶ Samples must be returned within 30 days
- ▶ Invoice will be credited less freight when samples are returned

Decorating

Blank Merchandise Charge

No set-up, use next higher column price. Catalog quantities only.

Copy Change Charge

Copy changes are available for all items, catalog minimums apply per copy change. Logo, location, and imprint colors must remain the same. \$20(g) per change.

Imprint Color Change Charge

Color changes are available for all items, catalog minimums apply per color change. Logo imprint and location must remain the same. \$20(g) per change.

Product/Color Variance

Due to the nature of the materials and the variance in manufactured products, we cannot guarantee exact matches within orders or on repeat orders. Like-named colors in different product materials may not be an exact color match.

Hand-blown art glass, lead crystal, or machine-made glass will have small variations inherent in the nature of the glass. Shear marks, flow lines, small bubbles, cooling marks, and seams are unavoidable, particularly when the piece is handcrafted. These minor variations, along with possible slight differences in size due to hand finishing and polishing, are not considered defects.

California Proposition 65:

Consuming foods or beverages that have been kept or served in leaded crystal products will expose you to lead, a chemical known to the state of California to cause birth defects or other reproductive harm. This does not apply to: Baccarat decanters, flacons, stopped pitchers, mustard and jam pots.

*DEEP ETCHING

set-up charge: \$75(g) for logos \$25(g) for straight-line copy
resizing set-up charge: \$37.50(g) may apply when re-sizing or adding additional logos
personalization fee: \$7.50(g) – up to 2 lines per piece
 25% discount if sent electronically
run charge: \$8(g) per piece when a second area requires etching

*LASERING

set-up charge: \$40(g)
personalization fee: \$3(g) – per line, per piece
run charge: \$3(g) – per line, per piece when a second area requires lasering

SCREENING

set-up charge: \$40(g) per order
personalization fee: \$3(g) – per color, per line
run charge: \$1.50(g) per color, per piece when a second area requires screening

PLAQUES AND AWARDS SCREEN IMPRINT

personalization: \$3(g) per line up to 5 lines, after 5 lines a set-up charge will apply



Box Script



Old English



Celtic



Garden Script



Script



Diamond



Initial Crest
(only one letter)

ENGRAVING on BASES and PLATES

run charge: \$5(g) per base for marble bases
 \$9(g) up to 7 sq. in. for black satin plates
 \$12(g) 7-15 sq. in. for black satin plates

IMAGE 3 CRYSTAL™ PRODUCTS

set-up charge: \$75(g) – 2D image
 \$190(g) – 3D image

MEDALLIONS – SPIN CAST

new die development set-up charge: \$150(g) – 2D design

Actual sizes shown below.



QC Medallion
 actual size: 1-7/16" dia.
 imprint size: 1-1/4" dia.



SOC Medallion
 actual size: 1-7/16" w x 1-7/16" h
 imprint size: 1-1/4" w x 1-1/4" h



DQC Medallion
 actual size: 3/4" dia.
 imprint size: 5/8" dia.



ERDQC Medallion
 actual size: 1-15/16" w x 5/8" h
 imprint size: 1-3/4" w x 1-1/16" h



ROC Medallion
 actual size: 1-11/16" w x 1-1/4" h
 imprint size: 1-1/2" w x 1-1/16" h

* Please specify brass plated zinc or zinc finish for each medallion option.

** If a die struck medallion is preferred there is a \$3(a) charge per medallion and a minimum of 50 medallions per order. Please see the standard production area on page 232 for lead time.

General Information

SCREEN PRINT MEDALLION

set-up charge: \$40(g) per color, per order



GOLD DUST & SILVER DUST

set-up charge: \$40(g) per order



LEATHER IMPRINT

run charge: \$0.50(g) per piece
when required as a second imprint

LEATHER EMBOSSED AND HOT FOIL STAMP IMPRINT

set-up charge: \$75(g)
imprint areas: round: 3" dia;
square: 3-1/8" w x 3-1/8" h



COLORFILL

run charge: \$7(g) per area, per piece

ADDITIONAL COLORS

run charge: \$1.50(g) per color, per piece

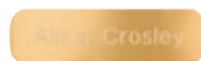
BPL (Large Brass Plate)

size: 3-1/2" w x 1-3/16" h
run charge: \$4(g) each



BPS (Small Brass Plate)

size: 2-1/4" w x 5/8" h
run charge: \$4(g) each



PMS COLOR MATCHING

set-up charge: \$25(g)

Pricing

Prices in U.S. dollars.

Cancellations

No cancellations without approval. **Cancellations must be submitted in writing.** Factory reserves the right to cancel any order without activity after 90 days. You will be charged \$25(x), plus all costs incurred before cancellation request is received at the factory. No cancellations on orders in production.

Less Than Minimum Charge

\$50(x) less than minimum charge. Absolute minimum is one-half of the minimum catalog quantity shown. Except for Image 3 Crystal™ products, where \$190(g) charge applies.

Repeat Orders

For exact repeat, there is no set-up or art charge if it is repeated within 24 months. Please refer to previous order number. After 24 months, it is considered a new order.

Substitutions

In our continuing effort to improve our products, we reserve the right to change specifications without notice.

Combined Pricing

Orders with multiple items are eligible for combination pricing, up to a maximum of end quantity pricing.

Gift Wrapping

Elegant gift wrapping in silver paper with silver cord is available for \$5.50(g) per box. Please allow an additional 1-2 days production time.

Base Gluing

Many products are shipped unattached from their bases. We strongly recommend the products ship as designed since the packaging was developed to protect the products as two separate pieces. Although not recommended, we will glue pieces, if required, at a cost of \$5.50(g) per item. Please note that the packaging will vary from what is stated in the catalog. This service is not available for products on wood and select marble bases.

Shipping

F.O.B.

All prices shown in catalog are F.O.B. Janesville, WI, unless otherwise noted.

Standard Production Times

- New Orders:** 8 business days
- Exact Repeat Orders:** 5 business days
- Repeat Orders with Changes:** 8 business days
- Spin Cast Medallion Orders:** 4 weeks
- Spin Cast Medallion Reorders:** 3 weeks
- Die Strike Medallion Orders:** 6 weeks
- Die Strike Medallion Reorders:** 4 weeks
- Screening:** 10 business days
- Lasared Leather:** 10 business days
- Image 3 Crystal™ Orders:** 3-4 weeks
- Image 3 Crystal™ Repeat Orders:** 2-3 weeks

Seasonal fluctuations and size of order may affect lead times. Production time begins the day after your order is considered production-ready. See Production-Ready Order section for requirements. Blank merchandise, 2 working days.

Rush Services

3-Day Service

3-Day Service only applies to products that are denoted in the catalog with a 3-Day Service icon. Only catalog quantities can be ordered. Please note that paper proofs are not available and there can be no personalization, copy changes, or product proofs.

The 3-day production time begins when the order is considered production-ready. See Production-Ready Order section for requirements. Please denote on the PO that 3-Day Service is requested. The black-out period for 3-Day Service is November 14 through December 31.

Rush Orders

Orders requiring quicker than published lead times may be feasible. Factory authorization is required on all rush orders and a 20% surcharge applies to set-up price and product price.

Split Shipment Charge

Up to four split shipments are allowed during a 12-month period, with the 4th (final) shipment occurring within 12 months after receipt of order. Invoice will reflect the quantity shipped. \$10(g) per split shipment.

Drop Shipment Charge

Shipments to multiple locations, all occurring at the same time. \$10(g) per drop shipment. A drop ship list must be provided on an Excel spreadsheet with the distributor company name, purchase order number, ship to name, address 1, address 2, city, state, zip and quantity per drop. Drop ship addresses must be received prior to the start of production of the order for packaging accuracy.

International Shipping Charge

Foreign shipments (shipments outside the continental United States) will be charged \$20(x) for processing per location. Declared values will be catalog pricing unless otherwise requested. Customer responsible for all taxes, duties, and miscellaneous charges related to the shipment. The factory is not responsible for delays in customs, ocean freight shipment delays, or air freight shipment delays beyond our immediate control.

Standard Carrier

Our primary shipper is UPS, for which we charge the common carrier rate.

Packaging

We have selected six different elegant, protective packaging methods for our products. The method we've determined to be the most complementary and appropriate for each product is listed with the product information, and is included at no extra charge. Please note that some of our products are packaged in our vendor packaging when we deem it appropriate.



Freight Claims

Title passes from the factory upon consignment of merchandise to a carrier. Although we can assist you, freight claims should be filed with the carrier.

We strongly recommend that you retain the outer cartons, packaging materials, and the broken items for inspection.

Customer Pick-Up

Contact Customer Service

General Information

Terms and Conditions

Return Policy

Returned merchandise must have a return authorization number, which must be obtained from Customer Service. Unauthorized returns will not be accepted. Any complaint must be registered within 30 days of shipment. Unimprinted products will be subject to a 20% restocking charge.

Intellectual Property

NORWOOD, the NORWOOD logo, NORWOOD.COM, NORWOOD REWARDS, KOOZIE, KOOZIE KUP, ACTION LINE, AD WALKER, ADVERTISING UNLIMITED, AIR-TEX, A W & DESIGN, AUI, ALLURA, BALM ARGENTA, BARLOW, BTS, BUDGET BEATER, CALC-U-WRITER, COASTER WEIGHT, COLORIFIC, DESIGNER LINE, ECON-O-LINE, GOOD VALUE CALENDARS, GOLFERS 911, HELPING THE WORLD SAY THANKS, HEMISPHERE, I ART, the "I" LOGO, IMAGE IN CRYSTAL, JAFFA, LOGO-DOME, MEASUREVIEW, MIRAGE, MOOD METERS, MORE THAN MEDALLIONS, ORIGINAL, PACESETTER, PILLOWLINE, POLY PIK, PREMIER, RITEPOINT, SENTRY PACK & DESIGN, SENTRY SAFETY, SIGN WAVE, STYLE-RITE, SOUVENIR, SUPRA, SYMPHONYDIARIES, TECHNO-PRENE, TEE OFF, the IC3 logo, THE TRIUMPH LINE, TRI-AD PLUS, TRIUMPH, V-LINE, WASHBURNLABORATORIES, WHEN IMAGE IS EVERYTHING, and all related trademarks, logos and trade dress are trademarks or registered trademarks of Norwood Promotional Products and/or its affiliates or licensors in the United States and other countries and may not be used without written permission. All other trademarks are the property of their respective owners.

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Norwood reserves the right to photograph or show as samples the items produced by Norwood without liability as to trademark, copyright or other proprietary rights, and Customers placing orders with Norwood consent to such use.

Representations & Warranties

Norwood makes no warranties as to the performance or marketability of any items for sale through this catalog, other than such products will be free of defects. Customer agrees to indemnify and hold harmless Norwood from and against any and all claims and expenses, including attorneys fees, arising out of or related in any way to Customer's use of the products or services provided through this catalog, including loss due to delay of orders or shipments.

Prices and products offered through this catalog are subject to change without notice.

By placing an order through this catalog, Customer agrees to all terms and conditions above.

Catalog Price Increases

As we finalize pricing for 2007, every effort was made to identify and project material cost increases from our suppliers. Where necessary, these increases are included in our current pricing. However, due to the volatility of crude oil prices, and the associated impact on our raw material costs, we reserve the right to change catalog prices, at any time, without notice if necessary. We understand and regret the inconvenience this may cause you and your customers.