

# TW-Line General Information

## Production Time:

- **Standard production time:** 3-10 working days from proof approval on catalog quantities, including (where applicable) repeat orders on most items. Subject to stock availability.
- Production time begins the next working day after an order is production ready. Production ready means that all art, credit and/or proof issues are resolved.
- Large orders may require longer production time. Check with customer service or your account representative for details.

## Imprint Charges:

- **Direct Print:** \$45.00 per color/location.
- **Additional Imprint Colors and/or Second Location:** Add \$0.25 each running charge per color, per location.
- **Digitek:** \$0.35
- **Decal:** \$45.00 includes full color process imprint
- **Imprint Color/Copy Change:** \$20.00 per imprint color change
- **PMS Color Match:** \$28.00 per PMS matched imprint color. Please note that we make every possible effort to match colors as close as possible to the assigned PMS color. We do not guarantee exact color match. Stock imprint colors are available at no charge.
- **Typesetting:** \$15.00 includes retouching of supplied art and/or adding text.

## Stock Imprint Colors:

- Black, Blue-PMS #286, Reflex Blue, Blue-PMS #301, Brown-PMS #4625, Gray-PMS #430, Green-PMS #347, Gold-PMS #871, Silver-PMS #877, Navy Blue-PMS #289, Orange-PMS #021, Purple-PMS #2597, Red-PMS #186, White and Yellow-PMS #116

## Paper Proofs:

- No charge.
- All new orders automatically receive an email paper proof if time permits unless PO states no proof required.
- All changes and approvals of paper proofs must be returned via email or fax.
- Changes on paper proofs may delay your order and may incur an additional charge of \$15.00 .

## Preproduction/Spec Samples:

- \$50.00
- Allow 3 business days for production.
- Preproduction sample not available on rush orders.

## Virtual Samples:

- No charge (must supply camera ready artwork)
- Allow 5-7 business days.

## Packaging:

- Bulk packed unless otherwise noted on catalog pages.

## Repeat Orders:

- No setup charge for an exact repeat.
- PMS matches and running charges are still applicable.
- Artwork stays on file for 2 years.

## Rush Orders: see additional charges below

- Orders and artwork must be received before 10:00 am EST. If received later, production begins next business day.
- Orders required in less than the standard published lead time are subject to rush charges (see below).
- All rush services are dependent upon problem free camera-ready art.
- Must call for availability and approval.

## Rush Charges:

- 1 Day Rush Service - Add 35% of total unit cost.
- 2 Day Rush Service - Add 30% of total unit cost.

**Less Than Minimum Orders:**

- \$50.00 Absolute minimum quantity available is half of the minimum listed catalog quantity.

**Non-Imprinted/Blank Orders:**

- Blank orders are available at EQP
- Please note that on blank orders there will be no product information/ingredients.

**Over/Underruns:**

- Over/Underrun policy will not exceed 10%. Every effort is made to ship exact quantities on all order; however, We reserve the right to ship 10% under or over the quantity ordered.