

The following information explains the technical requirements and costs related to ordering Glass Graphics products

CRYSTAL Products

Engraving on Crystal/Glass/Ceramic Products

Price includes deep etch engraving entire order specifically with logo and/or straight type limited only to available space in a font size of no less than 10 point type. Engraving area available is shown under each item in the catalog. To avoid artwork changes, black and white reproducible copy of any logos used must be submitted with order.

Additional Surfaces

Limited space on some items may require engraving on additional surfaces. For each additional location, add \$8.00 (P) per piece, per location.

Artwork

Quality engraving requires the receipt of artwork without gray scales, halftones or color. Artwork should be at a resolution of 600 dots per inch, with 1/2 point type and 1 point graphics in a font size of no less than 10 point. Glass Graphics' art department can prepare appropriate art or "touch up" material you submit at \$120.00 (P) per hour.

Electronic Art may be submitted on floppy or zip disc using PC format in high resolution tif., Coreldraw 11 (CDR/CPT File), or Illustrator 10 (EPS File). Preferred method of electronic transfer is via email sent to: artwork@glassgraphics.com. It is very important that your company identification accompany each electronic transmission. Smart Code 1X. For more information on Smart Code visit: www.smart-artwork.org.

Cancellations

Cost of labor and materials used to date of cancellation will be the responsibility of the customer.

Copy Changes

Any change of text is priced at \$8.00 (P), per piece, per change.

Damage Claims

Damage claims must be registered with the Glass Graphics' customer service department within 7 days of shipment to qualify for replacement. Damaged goods, all packing material and master carton must be held for carrier inspection and pick up. Replacement product will be shipped by the same method as original shipment.

Drop Shipping

Drop shipments to more than one destination require an additional charge of \$8.00(P) per destination plus normal freight and handling costs with safe delivery guaranteed for domestic destinations. Damage claims must be made within 7 days of shipment. Drop ships to a foreign destination cannot be guaranteed for either delivery time or product safety. Typewritten, alphabetized labels must be provided with the order for each destination along with detailed instructions on product to be shipped to each destination. Individually personalized items will not be identified on container unless alphabetized typed labels are provided.

Logos

Logos may be included with text at no additional cost, provided a reproducible black and white copy is submitted with order. (Minimum Order \$100.00 (P))

Packaging

Many items are supplied individually boxed. All other product is bulk packed. Bulk packed product is protected by shredded newsprint and guaranteed to reach its destination safely. When "peanuts" are specified, Glass Graphics will not guarantee safe delivery. White Corrugated Boxes: \$3.00 (P) each with product inserted.

Personalizations

Individual names or initials may be engraved on each piece at \$8.00(P) per piece. Individually personalized items will not be identified on containers unless alphabetized labels are provided.

Proofs

Paper Proofs

Paper proofs can be faxed at your request: \$20.00 (P) per transmission. Prompt proof approval is required to avoid delayed ship date.

Pre-Production Proofs

For pre-production proofs, add price of the piece in the quantity ordered plus applicable set up and art charges.

Rush Orders

A surcharge of 25% of order value or \$70.00 (P), whichever is greater, will be assessed for orders required in less than normal production time (10 business days). Delivery will not be guaranteed unless shipment is authorized by a carrier with a guaranteed delivery service.

Scheduling

All orders for 100 pieces or less will be shipped in 10–14 business days after receipt of purchase order submitted by mail or fax and including reproducible art.

Shipping Charges

Shipping and handling charges are included in the freight bill. All shipments are FOB factory.

Handcrafted Wood Products

(Crystal pieces are not attached to bases)

Copy Changes

Any change of text is priced at \$8.00 (P) per piece, per change.

Gift Products

The cost of wood gift sets and other Glass Graphics wood products, excluding wood bases, include laser engraving on one surface of the product.

Laser Engraving

Laser engraving is available on one surface of wood bases at \$24.00 (P) per base in addition to cost of base with amount of copy limited only to available space.

Black marble

Price of each item includes engraving logo and/or straight type with gold color fill limited only by available space in a font no less than 10 point type. Extra charges for additional surfaces, custom logos, stock logos, copy changes, proofs and artwork requirements are the same as for engraving crystal.

Any questions contact us:

Customer Service

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