

General Information

Production-Ready Order

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

Standard Production Times

Standard production times vary by product – see product for information. Seasonal fluctuations and size of order may affect production times. Production time begins the day after all clarifications have been made and your order is considered production-ready. See Production-Ready Order section for requirements.

Production Ready Artwork

For fastest service and best imprint quality, we recommend providing production ready and digitally produced art. Artwork should not need any additional touch-up, design, color separation, or rearranging for use. Artwork will be sized to maximize the imprint area unless otherwise specified.

Specific typestyles can be requested or provided via email. Requested fonts, if unavailable, will be matched as closely as possible.

The use of licensed artwork requires a written release. Artwork when submitted is assumed to be in full compliance with laws governing copyrights, trademarks, etc. We are not responsible for typographical errors incorporated in submitted artwork. Factory reserves the right to make slight alterations in copy and logos to adapt to imprinting processes.

Electronic Artwork

CD/Disk: Artwork will 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.
- CorelDraw® (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)

E-mail Artwork: Artwork should be submitted within 24 hours of sending the order. Please include purchase order number in the subject line of the e-mail. Multiple files should be compressed in either .zip or .sit format. Artwork can also be transferred directly to us via our online art transfer system. Both e-mail and website are limited to a 10MB file size.

Hard Copy Artwork

If electronic art is not available, please provide sharp, high-contrast, color-separated or black-and-white artwork. Artwork will be returned upon request or it will be discarded.

Please Note: Norwood reserves the right not to print any logo or message that is deemed inappropriate.

Proofs

E-mail/Fax Proof

If requested, a black-and-white fax proof or a color email proof will be sent free of charge.

- Production time: add 2 business days to standard production times

For orders totaling \$1,000-\$2,499 a mandatory paper proof will be provided FREE by our factory for approval prior to scheduling production time.

Product Proof

Actual printed product done prior to full production run of an order.

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

For orders totaling \$2,500+ a mandatory product proof will be provided FREE for approval prior to scheduling production time.

Speculative Sample

Actual printed product (often done as a presentation piece prior to the placement of an order).

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

Virtual Spec Sample

- Go to norwood.com to create your own virtual spec samples instantly! Generate a low resolution 72dpi JPEG graphic showing the standard imprint area. Use them in PowerPoint presentations, emails and websites.

Services

Copy Change

Copy changes are available for all items, catalog minimums apply per copy change. Logo, location, and imprint color must remain the same. \$30(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 materials may not be an exact color match. In our continuing effort to improve our products, we reserve the right to change specifications without notice.

PMS Color Matching

\$30(g). Specify Pantone color (specify coated or uncoated), or if sending a color swatch we will match it as closely as possible.

Cancellations

Factory approved cancellations must be submitted in writing.

You will be charged \$31.25(g), plus all costs incurred before cancellation request is received at the factory. No cancellations on orders in production.

Overruns/Underruns

Every effort will be made to ship the exact quantity ordered. However, for imprinted merchandise, we reserve the right to bill and ship up to 5% over or under the quantity ordered.

Exact Quantity Order Charge

Factory reserves the right to bill and ship up to 5% overruns and underruns. If exact quantity is required, the purchase order must state "Exact Quantity." There is a \$31.25(g) charge for exact quantity requests.

Less Than Minimum Charge

No minimum quantity restrictions! \$75(g) less than minimum charge applies.

Exact Reorders

Artwork is kept on file for 24 months. Exact reorders within 24 months have no set-up or art charge. Please include the original order number with your order.

Blank Merchandise

No set-up, use end column price. Catalog quantities only. Production time is 2 business days. Blank kits: standard production time applies.

Personalizations

Individual names or initials available on laser-engraved products add \$4.50(g) per piece.

Shipping

F.O.B.

All prices shown in catalog are F.O.B. Red Wing, MN, unless otherwise noted. Applies to ground ship only.

Rush Services

See page 91 for FREE 24-hour Service Items and ordering instructions.

Orders requiring quicker than published lead times may be feasible.

Factory authorization is required on all rush orders and a 20% surcharge applies to the product price.

Split Shipments

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, free of charge. Freight charges apply. Invoice will reflect the quantity shipped.

Third-Party Freight Billing

Add \$10(x) per order, per ship to location. Insurance must be handled by the consignee. If any selected third party charge gets charged back to Norwood these charges and any associated fees will be billed separately to your account.

Drop Shipments

Shipments to multiple locations, all occurring at the same time are free of charge. Freight charges apply. A drop ship list must be provided on an Excel spreadsheet with separate columns for 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

For shipments outside United States (including Puerto Rico) declared values will be catalog pricing unless otherwise requested.

For international shipments (excluding Canada), the customer is responsible for all taxes, duties, brokerage fees and miscellaneous charges related to the shipment. For orders destined to Canada,

Color Charts

Screen Printing (coated), Pad Printing (coated), Offset (coated), Heat Transfer (uncoated)



Foil Stamping on Vinyl (uncoated)



Digital Printing for Labels



Foil Stamping on Plastic (coated)



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prepaid shipments will be shipped DDP (Delivered Duties Paid). If a Canadian order is shipped via a third party, these fees will be charged to the third party account.

For shipments with a declared value greater than \$2500 destined to a country other than Canada, a shipper's export declaration (or Electronic Export Information) will need to be submitted to customs. All shipments that qualify for this requirement will have an additional \$20 handling fee added to the shipping cost for both third party and prepaid shipments.

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.

Changes to Shipping Addresses/Shipping Methods

Any changes to shipping address or shipping method must be submitted in writing 24 hours prior to the scheduled ship date and before the order has been processed for shipment to be guaranteed.

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.

Hazardous Material

Highway kits containing fire extinguisher or tire inflator/sealer will be subject to additional charges when shipping via air transport. When reshipping kits containing these hazardous goods, please contact your local carrier for instructions. Hazmat charge – additional \$35(x) per box for UPS expedited methods.

Terms and Conditions

Return Policy

Returned merchandise must have a return authorization number, which must be obtained from the Problem Resolution Department. Unauthorized returns will not be accepted. Any complaint must be registered within 30 days of shipment. Un-imprinted products will be subject to a 20% restocking charge.

Representations and Warranties

Norwood will honor its Return Policy for any product that it determines does not meet its standards for quality and workmanship. NORWOOD DISCLAIMS ALL EXPRESS AND IMPLIED REPRESENTATIONS AND WARRANTIES WITH RESPECT TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Catalog Price Increases

As we finalized pricing for 2009, 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 raw material costs, we reserve the right to change catalog prices, at any time, without notice if necessary. If this is required, we will do everything we can to announce the changes ahead of time. We understand and regret the inconvenience this may cause you and your customers.

Children's Items

Products in this catalog, except where specifically designated "Children's Items," are not toys and not intended for children.

Intellectual Property

NORWOOD, the NORWOOD logo, NORWOOD.COM, ACTION LINE, AIR-TEX DESIGN, AUTO CUP, ANCHOR DESIGN, BALM ARGENTA, BANDAGE DISPENSER DESIGN, BARLOW, BUDGET BEATER, BUDGET TRAVELER, COASTER WEIGHT, COLORIFIC, COLORIFIC DESIGN, CUBE PAD, ECON-O-LINE, EVOLUCENT, EVOLUCENT DESIGN, GOINGGREEN, GOINGGREEN DESIGN, GOOD VALUE CALENDARS, HEMISPHERE, INNOVATION & SERVICE, DELIVERED, JAFFA, KOOZIE, LOGO-DOME, MAXIM-AD, MEASUREVIEW, MOOD METERS, PACESETTER, PILLOWLINE, RCC KOOZIE, SAFETY SEARCH, SALM, SENTRY SAFETY, SIGN WAVE, SOUVENIR, SPECTRACOLOR, STYLE-RITE, SUPERIOR GIFT LINE, SYMPHONY, SYMPHONY DIARIES, TEE OFF, THE ACTION LINE, THE TRIUMPH LINE, TRI-AD PLUS, WASHBURN LABORATORIES 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 assumes no responsibility for determining the proper ownership or proper use of trademarks, logos and trade names. All liabilities of this nature rest with the Customer. Customers placing orders with Norwood represent and warrant that they have the authority to order, purchase and distribute the product with the trademarks, trade names and logos specified on the order, and that the use or display of the artwork will not violate any laws or client restrictions. Customers also consent to indemnify, defend and absolve Norwood, its affiliates and licensors from and against any and all claims, liabilities and expenses, including attorneys' fees, arising out of or related to any actual or alleged infringement or misappropriation of any copyright, trademark or other proprietary rights or merchandise. This directive will remain in effect after delivery of Customer's merchandise.

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.

Environmental Mission Statement

Norwood is committed to working with our vendors and employees to incorporate environmentally friendly business practices into our daily operations. These measures benefit our local community, the state of Minnesota, and society at large. Norwood will continue to identify and act on opportunities to minimize our impact on the environment.