

General Art Guidelines

Lead Time

- 7 to 10 business days from proof approval.
- Rush order options (Subject to availability):
 - 6-9 business day turnaround: +10% rush fee
 - 5 business day turnaround: +20% rush fee
 - 4 business day turnaround: +30% rush fee
 - 3 business day turnaround: +50% rush fee
- Proof approvals received after 12PM CST will be given an approval date of the following business day

Art & Plates

- All orders that have not been printed or hot stamped in 3 years will require a new proof and plate. Due to normal wear and tear of plate, plates older than 3 years may have to be repurchased by the customer.
- Broad or Heavy coverage should be avoided as it may cause bubbling.
- Cost incurred for artwork and plates will be billed to our customer. Estimates are available upon request.
- Preferred Art Files: Vector art with .pdf, .ai, or .eps, extensions.
- Please convert your fonts to outlines/paths/curves within your file. If we do not have the exact font you used, the text in your art will "default" to a less attractive font changing the look of your design. Converting your fonts eliminates this hazard by changing your fonts into vector shapes.
- Halftones: For best results, halftones should range from 20% to 50%. Our standard halftone printing is 32LPI, at a 45 degree angle. Artwork containing halftones must be approved by Promo PSI.

Flexo Information

- Flexo-ink colors listed on page 57.
- Metallic ink charge \$40[a].
- Custom PMS ink available for \$80 [a] per color, PMS color match will not be exact on colored bags.
- Unless requested otherwise, imprint will be placed as Center Best due to placement constraints from the construction of bag.
- Prices in catalog are for 1color/1side. Additional charges for multiple colors are listed by each product. Allow 1/4" movement for multiple color registration. Post Printing on bags may cause slight shadowing or small imperfections that are within industry standards.

Hot Stamp Information

- Hot stamp foil colors listed on page 56. PMS MATCHES ARE NOT AVAILABLE ON HOT STAMP FOIL.
- Prices in catalog are for 1color/1side, additional charges for multiple colors are listed by each product.
- Allow 1/8" movement for multiple color registration, additional plate cost will be incurred.
- Catalog Prices based on 1 color, 1 side imprint.
- When placing hot stamp orders, please use the foil numbers on the foil chart to specify foil color and avoid errors.
- Halftones: For best results, halftones should range from 20% to 50%. Our standard halftone printing is 32LPI, at a 45 degree angle. Artwork containing halftones must be approved by Promo PSI.



Screen Print Information

- Screen Plate Charges are \$80 [a] on orders of less than 500.
- Additional colors and locations incur screen charges of \$80 [a] per color, per location.
- Silkscreen Colors listed on page 57. For PMS colors call for availability, production time and cost. Matches will vary on bags.
- Custom screen ink \$120 [a].

Custom Overseas Orders

- Custom overseas orders are available.
- Minimums will vary based on bag type and size.
- Please note, orders placed in January and February may run into the Chinese New Year Holiday and may require longer lead times.
- Please call Promo PSI for more details on Custom Quotes at [877] 441-2247 or email at PSIsales@onlinepsi.com.

Custom Domestic Orders

- Custom domestic orders such as twisted paper bags, boxes and custom printed tissue paper are available.
- Lead times vary based on quantity, size and type of bag.
- Please call Promo PSI for more details on Custom Quote for domestic products at [877] 441-2247 or email at PSIsales@onlinepsi.com.

Other Charges/Conditions

- Bag dimensions may vary +/- 1/2" to 1".
- 10% overrun/underrun is acceptable in our industry. All overruns are subject to invoicing.

Please Consider The Following

- Borders on a logo often do not print or hot stamp well.
- Modest ink coverage is recommended on glossy or coated products.
- Heavy coverage combined with fine lines will not always print or hot stamp well.
- Multi-colored print and hot stamp jobs are available. Please send artwork for a prompt price quote!
- On two color jobs, registration can move from 1/8" to 1/2" depending on logo and the packaging product.
- All orders, artwork, copy, size and lay-out are subject to Promo PSI approval.
- Press proofs are available for \$126 [a] each + Plate cost.
- On bags: logos must be at least 1/2" below bag handles and 1" above the bottom edge of the bag.

Terms & Conditions

Ordering Information

- All orders must be received in writing via email at promoPSIorders@onlinepsi.com or via fax [800] 570-9538.
- For accuracy please include the following: Item number, color, and quantity imprint color, size and location shipping address, in hands date, shipping method.
- Art file must reference your purchase order number.
- Promo PSI will acknowledge every order received in writing via email or fax. Please review your acknowledgement carefully and contact us immediately if you see any discrepancies.
- All changes or cancellations of orders MUST be in writing via email or fax. Changes to orders after order acknowledgement are subject to all incurred costs including artwork, set up and plate charges.
- Orders canceled prior to a shipment will incur a 5% fee to cover labor and administrative costs incurred in preparation of the shipment.
- On reorders please reference last Promo PSI invoice or your company's purchase order number.

Payment Terms & Credit Information

- Credit application needed for new accounts requesting Net 30 day terms. This may take up to 5 days to process. As a result, first time purchase orders must be paid by credit card.
- Visa, Mastercard and American Express are accepted.

Late Payment Fee

- A charge of 1.5% per month will be added to any outstanding balances that have not been paid within the Net 30 days. Pending or future orders will not ship until balance has been paid.

Backorders

- All backorders will be maintained unless notified otherwise in writing.

Returns

- All returns require authorization by Promo PSI. Only plain un-printed bags may be returned for credit. A 20% restocking fee will be applied plus any freight charges incurred. Any claims for damaged merchandise must be made within 10 business days of receipt of order. Please make sure that if products are damaged you let your carrier know of those damages prior to accepting the shipment.
- No returns will be accepted after 30 days from the shipment date.
- Any freight incurred will be the responsibility of the distributor

Lead Time And Shipping Information

- 7-10 business days after proof approval of artwork and credit.
- Split shipment \$16.80 [a] for each additional location.
- All shipments will be shipped prepaid and added unless noted on purchase order.
- Plain merchandise ships within 24 hours as long as merchandise is available. For plain bag pricing contact customer service.
- Shipping: FOB Carrollton, Tx unless otherwise specified.
- Method: USPS, FedEx, UPS or Common Carrier. Prepay and ADD unless otherwise noted.
- Unless specified Promo PSI reserves the right to determine shipping methods for your orders to meet your in hands date.
- All items will be shipped using our standard bulk packaging. Lift gate, inside delivery, residential, freight re-consignments, international, Alaska, Puerto Rico, Hawaii and Caribbean shipments will incur additional fees.

