

# GENERAL ORDER INFORMATION

FOR PRODUCTS SHOWN ON PAGES 1-163

## ORDERING

We sell our products through a national network of promotional marketing distributorships that specialize in creative marketing and custom-imprinted merchandise.

Please submit purchase order (P.O.) and art files in the same email to [Orders@BagMakersInc.com](mailto:Orders@BagMakersInc.com). Include your P.O. number and company name in the email subject field. Please provide a PDF or JPEG copy (proof) of your design to allow us to confirm the integrity of your electronic submission. We recommend compressing (zipping) your file or folder for transmission efficiency and protection from corruption.

## ACKNOWLEDGMENTS

**BAG MAKERS** acknowledges every order in writing. Any changes to an order after receipt must be confirmed in writing and may incur additional charges.

## CANCELLATIONS

Cancellations must be in writing and are subject to all incurred costs, including materials, set-up, plate, screen, and artwork charges.

## CREDIT POLICY

For new accounts, a customer information form must accompany your order. In most instances, it will be necessary for new orders to be pre-paid. Please allow 5 working days for processing and review of credit applications and trade references. Orders will not ship without credit approval or prepayment.

We accept Visa, Mastercard, Discover, and American Express.

## OVERRUN/UNDERRUN POLICY

Catalog quantities ship exact. For custom orders, refer to website.

## PRODUCT SPECS

Product dimensions, colors, and other features may vary slightly within acceptable industry standards.

## RETURN POLICY

Only unimprinted bags may be returned. **BAG MAKERS** must be notified within 30 days and a Return Merchandise Authorization number must be assigned by our Problem Assessment Department. A 20% restocking fee applies for unimprinted bags, as well as all original freight and return freight charges.

## PRODUCTION TIME

Production time begins after final approval of your order and credit. Orders that request larger-than-catalog quantities or multiple print locations/colors that exceed 3,000 impressions will require extra production time. Please call for additional production times. During peak production periods, **BAG MAKERS** may require extended production times due to production capacity. Please check **BAG MAKERS'** website for current production times.

**RUSH SERVICE**—Please call for availability. See chart on next page.

- Artwork is required by 10:30 a.m. CST and must be print-ready with no art or typesetting services needed.
- During peak production periods, **BAG MAKERS** may not be able to accept rush requests due to production capacity. **BAG MAKERS** will notify customers if submitted rush orders are not able to be fulfilled.
- Rush service is not available on **Brilliance, Direct Print, Marquee, Sparkle, or Sublimation**.

**UNIMPRINTED ORDERS**—Ship next business day, pending pre-pay or credit approval. Please allow extra days for quantities larger than 3,000 and orders shipping by truck service.

## SHIPPING

**METHOD**—Please specify your in-hands date and requested shipping method. As it is common for **BAG MAKERS** to ship orders early, we reserve the right to determine the appropriate shipping method to meet your deadline.

**SPECIAL FREIGHT FEES**—Additional fees are incurred for COD, inside, residential, international or re-delivery, as well as deliveries to Alaska, Hawaii, and Puerto Rico. International freight and duty fees—with the exception of Canada—must be charged on customer's freight account. **BAG MAKERS** reserves the right to submit supplemental invoices after the original invoice for additional fees, freight, duties, and taxes as necessary.

## ADDITIONAL CHARGES

**ADDITIONAL SERVICES**—Special boxing, poly-bagging, and slip-sheeting options are available. Please call for a quote and other special packaging requests.

**ART AND GENERAL ART PROOF CHARGES**—See page 184.

**BRILLIANCE DECORATION SET-UP CHARGES**—Apply to all new orders and reorders. Refer to the individual product page for the applicable set-up charge.

**BROKEN BOX CHARGE** (Plain Bags only)—\$10 (G).

A Broken Box charge applies to the first box that doesn't meet the full case count, per order and per bag style. Please refer to the specific product page's shipping information for the full box count.

**CHROMATIC SET-UP CHARGES**—Apply to all new orders and reorders. Refer to the individual product page for the applicable set-up charge.

**CUSTOM IMPRINT COLORS**—See page 183.

**DYNAMIC COLOR SET-UP CHARGES**—Apply to all new orders and reorders. Refer to the individual product page for the applicable set-up charge.

**LESS-THAN-MINIMUM**—\$60 (G). Minimum is 50% of first-column quantity. Less-Than-Minimum applies to all orders less than minimum quantity and not in the same bag family.

**PLATE CHARGES**—Apply to all new orders and re-orders with changes.

A plate is required for each color and each unique design. Refer to the individual product page for the applicable plate charge.

• **Art Edits After Approval for Production:** A plate charge per color, per design, will be incurred to remake the plate(s).

• **Reorders:** There is no plate charge for an exact reorder, if the order was printed within the past 36 months. If the reorder requests changes to the artwork or type, removes or adds elements of the artwork, or adds imprint locations, it will be treated as a new order and will incur plate charges.

## PRE-PRODUCTION SAMPLES

**Bags:** \$70 (G) per sample/per imprint method PLUS all plate, screen, and/or set-up charges. We provide 10 bag samples per order. We will apply a \$70 (G) credit to your final order for the approved pre-production sample.

**Ribbon:** \$70 (G) per sample/per imprint method PLUS all plate or set-up charges. We will provide 20 inches of ribbon sample per order.

**SCREEN CHARGES**—Apply to all new orders and reorders.

A screen is required for each color and each unique design. Refer to the individual product page for the applicable screen charge.

**Art Edits After Approval for Production:** \$55 (G) per color, per design, to remake the screen(s).

**SPARKLE DECORATION SET-UP CHARGES**—Apply to all new orders and reorders. Refer to the individual product page for the applicable set-up charge.

**SPLIT SHIPMENTS**—\$6.25 (G) per additional address.

**SUBLIMATION SET-UP CHARGES**—Apply to all new orders and reorders. Refer to the individual product page for the applicable set-up charge.

**VIRTUAL SAMPLES**—Free of Charge.