

**Dorcy 100% Customer Satisfaction Guarantee:**

All merchandise sold by Dorcy Special Markets Division (SMD) is unconditionally guaranteed to be free from defects in material and workmanship. If for any reason there is not complete performance satisfaction with the products ordered, return the merchandise to Dorcy SMD within 60 days for replacement or credit for the quantity returned.

**Acceptance of Orders:** All orders are binding upon the corporation only after acceptance by Dorcy SMD.

**Artwork:** Dorcy SMD requires camera-ready or digital artwork for all orders. Unless otherwise specified, factory will maximize imprint areas as stated for each product.

**Camera-ready artwork is:** • Flat, sharp, black and white line art (graphics and text) • Color separated (one piece of art for each color and proper registration marks required) • Free from any type below four points in size.

**Specifications and Requirements for Digitally-Produced Artwork: Media Requirements:** All disks must be PC formatted.

**Acceptable Files:** Corel Draw X3, Photoshop® CS3 and Adobe Illustrator® CS3. TIFF or EPS formats required. All fonts must be converted to outlines (curves).

**Notes:** For Macintosh users, the disk must be PC formatted. Files can be sent to [art@dorcy.com](mailto:art@dorcy.com) as an attachment. Subject area must include company name and PO number. The body of the e-mail should include the full name of the sender or contact person, your company name, physical address of your company, your e-mail address, telephone number, fax number and your industry ID number (UPIC, ASI, PPAI, etc.).



Dorcy is **SmartCode** Compliant.  
For details, visit  
[www.smart-artwork.com](http://www.smart-artwork.com)



Dorcy supports ASI's Production  
Ready Artwork Standards.  
For details, visit  
[www.productionreadyartwork.com](http://www.productionreadyartwork.com)

**Charges for Artwork Will be Assessed as Follows:**

- a. Light touch-up **FREE**
- b. Typeset only **FREE**

Unless otherwise stated on the order, Dorcy SMD reserves the right to stack copy to achieve best imprint appearance.

- c. Typeset copy added to artwork **FREE**
- d. Current Augustine Blue Book logos **FREE**

e. Orders requesting custom imprints without acceptable artwork will **not** be eligible for Dorcy SMD Five-Day Production service or Rush Service, and will be billed automatically for the charges necessary to produce the order, up to \$50.00(X). For charges in excess of \$50.00(X), Dorcy will advise exact charges and production time before work is begun.

f. Customer artwork will be returned only if requested on order. Include company name and purchase order number on all artwork.

g. Artwork will be held on file for up to 24 months. Repeat orders submitted after that time will require new artwork.

**Batteries:** Not sold separately without purchase of lighting products. For batteries not included deduct \$.20(C) per AAA battery per unit; deduct \$.25(C) per AA battery per unit; deduct \$.65(C) per D battery per unit.

**Co-op Orders:** Contact a Promotional Products Professional for more information.

**Pricing: 1.** Prices, items and colors are subject to change without notice.

2. Contact a Promotional Products Professional for pricing on orders over catalog-listed quantities.

**Production:**

1. Five-Day Production for Dorcy SMD products indicates five-working-day service and applies to all orders of catalog quantities only. Orders must include acceptable artwork, color separated for multi-color imprints and complete details that **do not change** upon receipt at Dorcy SMD.

2. Rush Service is available on catalog quantity orders for selected Dorcy SMD products. Orders requiring Rush Service (less than standard production time as noted) must have **prior factory approval** and are subject to available inventory of items(s) ordered and factory production schedule. A \$50.00(G) service charge applies per order.

3. Corrections and changes will delay orders and must be authorized by Dorcy SMD. Changes to orders prior to production will be invoiced at a \$25.00(G) minimum charge per change. Orders cannot change after production has been initiated. Cancellations of orders are subject to labor and costs expended.

4. Factory reserves the right to ship orders +/-5% of specified quantity. Add \$50.00(G) for exact quantity.

**Proofs:** Charges for each proof will be assessed as follows:

- a. Black & White PMT Proof, E-Proof or Virtual Samples -----\$15.00(G) plus freight charges.
- b. Print Production (Setup) Proof -----\$50.00(G) plus price of product and freight charges.
- c. Engraved Production (Setup) Proof -----\$75.00(G) plus price of product and freight charges.

**Returns:** Contact a Promotional Products Professional for return goods authorization number and instructions. **Unauthorized returns will be refused and returned to sender.** No replacement or credit will be issued for merchandise that is unavailable for return to factory.

**Union Label:** Not Available.

**Standard Imprint Colors:** The following colors are available for imprinting on all products, in addition to products requiring imprint color to match trim color, unless otherwise specified, at no extra charge. Imprint colors other than standard are available at \$50.00(G) for orders of specified catalog quantities. There is no charge for custom color on orders greater than largest specified catalog quantity per item. Please submit PANTONE Color Standard number or color sample (on coated stock) when ordering or reordering non-standard colors.

- Black
- Brown (PMS 476)
- Burgundy (PMS 202)
- Forest (PMS 343)
- Gray (PMS 431)
- Green (PMS 355)
- Maroon (PMS 235)
- Metallic Gold (PMS 872)
- Metallic Silver (PMS 877)
- Navy (PMS 289)
- Orange (PMS 172)
- Process Blue
- Purple (PMS 267)
- Red (PMS 186)
- Reflex Blue
- Royal Blue (PMS 300)
- Teal (PMS 327)
- Warm Red
- White
- Yellow (PMS 109)

**Note:** Colors will **not** be exact. Different products and printing processes cause slight variations in final imprint color. Every effort will be made to match colors as closely as possible. The colors shown throughout this catalog are not intended to match the PANTONE Color Standards.

**Shipping:** F.O.B. factory. Shipping and handling charges will be added to invoice. Please supply complete street address.

1. Handling Charge of \$3.00(X) per carton will be added to invoice for all shipments.
2. Split-shipment charge of \$5.00(G) each, with no less than 50% of minimum quantity shown per product. No charge on final release.
3. Drop-shipment charge of \$6.00(G) each shall be invoiced for each shipment after the first shipment.
4. C.O.D. shipments not available.
5. Dorcy SMD will not assume responsibility for time delays in transit. Factory responsibility ceases when merchandise is delivered to the carrier.
6. **All claims must be made directly to the carrier.**
7. Each export order will be subject to a \$20.00(G) handling charge.

**Special Packaging:** All products are in standard factory packaging as indicated for each item. Contact a Promotional Products Professional with any special packaging requirements.

**Trademark Notice:** The artwork designs and trademarks imprinted on the products displayed herein are reproduced only as examples of the type and quality of imprinted products available. They are not intended to represent that the products are either endorsed by, or produced for, the owners of the artwork, designs or trademark.

**Trademark Usage:** All copy or other material submitted by the customer for use by the factory in producing items ordered, whether or not artwork by the factory is required therewith, will be accepted by the factory as being submitted in full compliance with all applicable laws regarding trademark, service mark, copyright, right of privacy, patent or similar protection. The customer, by submitting such copy or other material, represents that the use thereof by the factory on the items ordered will not violate any such laws, and Dorcy SMD hereby disclaims any and all liability for compliance with such laws in the use of the customer's copy or other material. The customer hereby agrees to hold the factory harmless to any damages, costs and/or expenses when they arise under all such laws as consequence of the factory's use of said copy or other materials of the operations undertaken by this agreement.

All trademarks and service marks are the property of their respective owners.