

GENERAL INFORMATION

AT A GLANCE:

Screen set-up per color \$ 45.00 (G)

Decal upcharge \$ 0.50 (G) per side, wrap \$ 1.00 (G)

Decal set-up per color \$ 45.00 (G)

Metallic imprint \$ 0.65 (G) per side, wrap \$ 1.30 (G)

Metallic halo or band \$ 0.60 (G), crown \$ 1.20 (G)

Etching upcharge per side \$ 4.25 (G)

Etching set-up per side \$ 45.00 (G)

Color-fill per color, per location, per piece \$ 5.00 (G)

Etched Personalization: 1-2 lines \$ 10.00 (G)

3-4 lines \$ 12.50 (G)

1) ACKNOWLEDGEMENT

Artcraft accepts orders as being submitted with full awareness of, and agreement with our terms and conditions including this General Information. Orders are acknowledged via fax or mail sent to the billing address. Orders will be produced and shipped as outlined in the acknowledgement unless written notice of any discrepancies or changes is received. Acknowledgements are for our customers' protection as well as ours; read them carefully.

2) ARTWORK: FORMAT

Submit electronic art using vector-based formats or high resolution tiff files to art@goartcraft.com or send CD or DVD. Include distributor, contact, and purchase order number. Black and White camera-ready art is acceptable, while copies, faxes, and jpeg files are not. Factory reserves the right to determine acceptable artwork. If necessary, art time billed at \$25.00(G) per half hour must be approved in writing before any work is completed. Artcraft retains exclusive ownership of screens, acetates, and other production materials.

3) ARTWORK: FOUR COLOR PROCESS

Submit tiff files, layered, non-resampled, 300 dpi or higher at imprint size. Ceramic inks have no true process cyan and magenta, so expect a limited color variation from other media. Additional spot colors may be required with applicable charges. Artcraft requires an approved pre-production sample for all process orders (see Proofs #29). Minimum order is 288 pcs.

4) ARTWORK: TYPESETTING

Copy must be typewritten to avoid misinterpretation. Factory typesetting is billed at regular art time rates. Typestyles cannot be exactly duplicated unless camera-ready art is received. Otherwise, factory reserves the right to select an available type most closely resembling desired style.

5) BOXES

Kraft boxes are available on most items. Allow additional production time for special packaging.

Item Size	Individual	Two-pack	Four-pack (3G)
1 – 11 oz.	1.25	1.75	2.25
12 – 19 oz.	1.75	2.25	2.75
20 oz. & larger	2.25	2.75	3.25

Screened imprint available on boxes for an additional \$0.70(G) per color, plus normal screen charges. Minimum 144 pieces.

6) CALIFORNIA PROP 65

To satisfy California's Safe Drinking Water and Toxic Enforcement Act of 1986, Artcraft has taken a position of notification in all circumstances. All Artcraft products pass U.S. Food & Drug Administration (FDA) guidelines, however, Prop 65 is a civil issue benefiting trial attorneys through thousands of claims each year. Since there is no legal threshold or standard for the state of California and the more than 700 identified chemicals, **we deem it necessary to have all products leave our factory with Prop 65 stickers when applicable and regardless of destination.** This in no way means our products are unhealthy or fail to meet Federal guidelines, it only means we are compliant with California law.

Artcraft products include this CALIFORNIA PROP 65 WARNING: Some materials used as decoration on these products contain lead or cadmium, chemicals known to the State of California to cause birth defects, or other reproductive harm.

7) CANCELLATIONS, CHANGES, and CONFIRMATIONS

Artcraft reserves the right to commence production upon receipt of the purchase order. Changes, including cancellations, are accepted only in writing and with confirmation that Artcraft will be reimbursed fully for any completed production. A minimum charge of \$40.00(G) is invoiced for all cancellations. Factory is not responsible for order duplication when confirming orders does not clearly state "confirmation" on the face.

8) CLAIMS: BREAKAGE

All goods leave our factory undamaged and are shipped at buyer's risk. Glassware and ceramics do not come from the manufacturer with packaging designed well for transit via FedEx or UPS. Therefore, to insure safer delivery, a FedEx approved master pack will be used at a charge of \$5.50(G) per box. **Refusing the master pack will release Artcraft from all responsibility for future breakage claims. Choosing your own carrier will also release Artcraft from all responsibility for future breakage claims.** Receiver must carefully inspect merchandise before signing shipping release. **All packages signed as received in good condition, release Artcraft from all responsibility for that claim.** Distributor must file all claims with factory for breakage or loss within 10 calendar days. **Claims for third party shipments must be made with carrier directly.** All ware is shipped at a release value not to exceed \$100 per master box or \$0.90 per pound, unless full value insurance is specified in writing before shipment. Any reimbursement will be paid at no more than this release value and is dependent on Carrier reimbursement. Carriers require retention of cartons and breakage for inspection in substantiating claims. **Any cartons not retained for inspection will forfeit reimbursement.** Request for replacement pieces due to freight breakage are treated as separate orders and are subject to normal minimums. Payment deductions from your invoice for breakage or shortage will not be accepted without authorization.

9) CLAIMS: RETURNS

Returns for defective merchandise are accepted only when accompanied by a return authorization number issued from Artcraft. Ware returned without a proper number will be refused. All merchandise quality claims not filed in writing within 30 days in buyer's possession release Artcraft from all responsibility for that claim. Artcraft reserves the right to inspect actual production pieces. Ware returned for additional imprinting such as personalizations, signatures, or opposite side imprints must be completed within 30 days of original shipment and are subject to a 25% handling fee of the original invoice plus the cost of the additional imprinting.

10) COLOR CHANGES

Ink color changes during a production run, or color changes on future reorders, are an additional charge of \$30.00(G) and limited to one-color direct screen orders only. Changing from ceramic inks to metallic inks require new screen charges. Mug color changes must be made in full case quantities. Minimum quantities for each change are catalog minimums listed for that item.

11) COPY CHANGES

Additional charge of \$30.00(G) per change of copy during a production run and limited to three lines of straight-line type for direct screened or etched copy. Artwork changes are treated as a new order. Minimum quantities for each change are catalog minimums listed for that item.

12) CUSTOMER WARE or SPECIAL WARE

Distributor supplied ware is accepted by Artcraft with the understanding Artcraft will not be held responsible for damaged ware. We invoice for quantity received regardless of quantity shipped. Due to space restrictions, ware waiting for production to start longer than one week will incur a warehouse fee of \$35.00(G) per week. Non-catalog items are referred to as special ware. Upon receipt of purchase order, ware will be sourced uniquely for that order with the understanding the distributor may be required to prepay and has committed to paying for the ware regardless of cancellation. Please call factory for quote on Customer and Special Ware.

13) DECALS

Decals require an additional charge of \$0.50(G) for one side or \$1.00(G) for 2 sides or wrap. Setup charges of \$45.00(G) per color and additional production times apply. Reorders within two years of last order for the same item, same copy, and same size incur reorder setup charge of \$35.00(G) per imprint color Decals not available on frosted surfaces or with microwave gold and silver. Call factory for quote on four-color process decals. Minimum quantities for decals are catalog minimums listed for each item.

14) DISTRIBUTOR PRODUCTION SAMPLE

DPS sent upon written request at \$6.25(G) each, plus item and shipping costs.

15) ENCLOSURE CARDS

Inserted at no charge, supplied by distributor, and easily dropped into items or boxes.

16) ETCHING

Most Artcraft items may also be hand etched. For items not noted in catalog as etched, add the applicable charges to the one color price:

Etching set-up per position	\$45.00(G)
Etch per piece per position	\$4.25(G)
Color-fill per color, per location, per piece	\$5.00(G)
Personalization 1-2 lines	\$10.00(G)
3-4 lines	\$12.50(G)
Frosting Up to 10 oz.	\$1.75(G)
Over 10 oz.	\$2.50(G)
Stems Only	\$3.00(G)

17) HALOS AND BANDS

Halos add \$0.60(G) each; Bands add \$0.60(G) each; Crowns (combination of halos and bands) add \$1.20(G) each. Specify metallic or microwave gold or silver. Not available on LTM orders or specific catalog items.

18) IMPRINT: COLORS

Glass and ceramic items decorated with silk-screened or decal imprints using ceramic and metallic inks are fired at approximately 1200°F. All imprints are not safe for use in commercial-grade dishwashers. Please specify Coated PMS numbers for closest available colors. Due to the nature of ceramic inks, exact PMS matching is not available. On repeat orders, factory cannot guarantee exact color match to previous orders. Slight differences may occur when the same ink is used on glass vs. ceramic. Artcraft complies with FDA guidelines by not decorating in the 20mm lip and rim area with ceramic inks. Imprinting within this area requires a more limited lead-free color palette. Epoxy paints are used to decorate items unable to reach 1200°F or to achieve “hot colors”. Epoxy paint is not fired, requires hand washing, and is not considered a lifetime imprint. Epoxy not recommended for items requiring regular washing.

19) IMPRINT: METALLIC

Additional charge of \$0.65(G) per side with wraparound imprints considered two-sided. Metallic or microwave gold and silver, along with metallic copper are available. Metallic imprints are less durable, not dishwasher-safe, and require special care. Microwave gold, microwave silver, and metallic copper are not available in decal form.

20) IMPRINT: SIZE and POSITION

Unless directed otherwise, factory will size art to fit maximum imprint area on each item and keep within all laws and industry standards. Imprint areas listed in the catalog are subject to final art. Imprint locations are as follows:

Front: facing a right handed drinker

Back:	facing a left handed drinker
Two Sides:	one image on each side
Wraparound:	one image encircling the piece
Opposite the Handle:	centered opposite the handle

21) INDIVIDUAL MAILING

A handling charge of \$1.75(G) each plus related shipping and mailer box costs are added to all individual mailings. Distributor must supply an electronic file or labels and a complete typewritten, alphabetized list of the mailings. Call factory for details.

22) LESS THAN MINIMUM (LTM)

LTM charge is \$50.00(G) in addition to applicable screen and art charges and must be at least half of first column quantity. LTM's are restricted to one-color imprints at catalog prices. LTM's are not available for decal or any special effect imprints. Proofs are not available.

23) OVER AND UNDER RUNS

Artcraft will do everything we can to minimize over and under runs, however, 10% is industry standard. Due to the firing process of ceramic inks, fulfilling exact quantity orders is not possible. Orders specifying exact quantity will have only that quantity decorated and may result in under runs after firing.

24) OPEN ACCOUNT

Artcraft terms are offered at Net 30 after a shipped initial order and approved credit application. Billing and payment history of Distributor Clients are immaterial to maintaining an open account. Interest will be charged at 1.5% per month on all past due balances. Artcraft reports to all industry related credit agencies. Returned checks will incur a \$35.00(G) bank fee. For your convenience, we accept Visa, MasterCard, and Discover.

25) PERSONALIZATIONS

Personalizations require an additional charge of \$3.00(G) per line for ceramic ink and \$3.75(G) for metallic ink. Setups are an additional \$45.00(G) for every 150 names with a minimum of 50 names. Etching personalizations are \$10.00(G) per piece up to two lines and \$12.50(G) for three to four lines. Setups are waived on etching personalizations. Normal art and screen charges apply. Distributor must supply an electronic typeset file with a complete typewritten, alphabetized list, or factory typesetting available at an additional charge. Notification of omissions must be made within 48 hours after receipt of goods if replacement is desired; otherwise, only credit is available. Personalization color may not always match imprint color. Factory recommends personalizing in black. Signature program available, please call factory for details.

26) PRICING

Artcraft strives to maintain annual catalog prices. However, due to major global economic factors beyond our control, prices are subject to change without prior notice. **Check our website at www.goartcraft.com to confirm current pricing.** No allowance will be made for outdated catalogs or incorrect industry websites.

27) PRODUCTION TIME: NORMAL

Normal production time is ten working days and starts from artwork or pre-production proof approval. Printing decals, metallic imprints, special effects or packaging, or changes to order will require additional production time. Artcraft is not responsible for inability to fulfill orders due to acts of nature, strikes, shortage of materials, or other conditions beyond our control. Allow extra time for production during peak season of October thru December.

28) PRODUCTION TIME: RED TAG

All RED TAG service must have factory approval and be submitted with camera ready artwork only. During the year, RED TAG service available on most etched items for an additional charge of 20% of total invoice. Call factory for RED TAG service on etching during peak season of October thru December. RED TAG service also available on most one or two color orders requiring production time in three days or less during the year and five days or less during peak season of October thru December. Production time starts from artwork or pre-production proof approval.

BASIC (3/5 Day) RED TAG for additional charge of \$0.50(G) per piece.

2-DAY RED TAG for additional charge of \$0.75(G) per piece.

1-DAY RED TAG for additional charge of \$1.25(G) per piece.

SAME-DAY RED TAG contact factory for quote.

29) PROOFS

Unless waived, one courtesy faxed paper or e-proof is standard except for exact repeat orders. Each additional paper or e-proof is available at \$15.00(G). The artwork is your design; pay particular attention to details like spelling, numbers, and layout size.

A signed and returned paper or e-proof constitutes final artwork approval and signifies production to begin exactly as laid out on the paper proof. Allowances will not be made for failure to correct discrepancies. Pre-production samples (pre-pro) must be requested and approved in writing. Requested changes from completed pre-pro will result in additional screen and/or setup charges and production times. The entire run may vary slightly from pre-pro. Pre-pros on orders less than 576 pcs will incur speculative sample charges (see SAMPLES #32). Etched pre-pros are billed at regular item cost plus normal set up charges. Pre-pros may be delayed during peak season of October thru December.

30) QUALITY

Artcraft utilizes many inspection checkpoints in the production process to create a quality product at economical prices. However, due to the nature of glass and ceramic manufacturing, slight variations in hue, shape, size, and finish will occur leaving no two pieces identical. Slight imperfections, irregularities, shear marks, or seams are not considered flaws. Direct screened imprints have a commercially acceptable 1/16" registration tolerance. Variations in materials, firing temperatures, and color pigments may lead to variations in glaze and imprint colors. Product sizes, capacities, weights, packs, and other specifications are subject to change without notice.

31) RELEASE PROGRAM

The entire order is invoiced on the date of the initial shipment. A release charge of \$45.00(G) is incurred for each additional shipment. Release orders require a signed contract with terms not to exceed six months from date of invoice to date of last shipment. Unused merchandise will be forfeited at the end of the contract. Co-Op programs are also available with proper documentation. Call Artcraft for details.

32) SAMPLES: SPECULATIVE or VIRTUAL

Two speculative sample pieces are available for \$45.00(G) plus normal screen charges and necessary art charges. If an order results from the sample within 30 days and without changes, the subsequent order will not incur screen or art charges. Screened spec sample personalizations are \$10.00(G) per sample. Etching spec samples are available with normal set up charges and the higher of \$55.00(G) or first column quantity item cost. Etched spec sample personalizations are \$20.00(G) per sample. Virtual samples are available at \$20.00(G) per sample. Spec and Virtual samples are not available in peak season of October thru December.

33) SCREEN CHARGES

Additional charge of \$45.00(G) per imprint color on initial order. Reorders within two years of last order for the same item, same copy, and same size incur reorder screen charge of \$20.00(G) per imprint color. For same imprint on different items ordered at the same time, add a conversion screen charge of \$30.00(G) per imprint color per item. For Decal Setup, see DECALS #13.

34) SHIPPING: BILLING

Freight estimates provided by Artcraft cannot be guaranteed for accuracy as rates fluctuate. **Artcraft reserves the right to issue an additional billing up to 30 days after the original invoice for an administrative fee of \$31.25(G) plus miscellaneous fees from the carrier including address corrections at \$10.00(G), redelivery charges, interlining between carriers, etc.** All third party common carrier shipments will incur palletization charges of \$12.50(G) per skid. FedEx, UPS, and other airfreight shipments require additional packaging in a master pack at an additional charge of \$5.50(G) per carton. The

same master pack is also recommended to insure safer delivery with common carrier. There is a \$15.00(G) charge per Bill of Lading for changes to orders once the order is staged for shipping.

35) SHIPPING: METHOD

All shipments are sent F.O.B. Los Angeles. Shipping and handling fees of \$12.50(G) per Bill of Lading are added to all LTL third party shipments and \$3.75(G) per carton for small package carriers. Factory reserves the right to select carrier unless specific carrier noted on purchase order or when requested carrier does not service Los Angeles. Request for air shipments must be made in writing. Artcraft will only guarantee ship dates. Once an order ships, it is beyond our control and we cannot guarantee on-time delivery for event dates due to carrier delays. We do not prepare export papers. Shipments outside the continental US and Hawaii require a \$30.00(G) handling charge per Bill of Lading. No COD or Parcel Post shipments.

36) SHIPPING: SATURDAY, INSIDE and RESIDENTIAL DELIVERY

Saturday deliveries incur additional charges. Orders requiring inside or residential delivery must be noted on purchase order. Deliveries beyond the buyer's dock may be subject to additional charges and will only be done at the customer's risk. If inside or residential delivery is determined at the time of delivery, a subsequent additional invoice for this service plus an administrative fee of \$31.25(G) will be issued. Unless specified, LTL shipping charge quotes generated by Artcraft are based on loading dock delivery. Differences between quoted shipping charges and Saturday, inside or residential delivery are the customer's responsibility.

37) SHIPPING: SPLIT or DROP SHIPMENTS

Each incurred at \$10.00(G) after initial shipment. Each shipment must be made in full case quantities. The entire order will be invoiced on the date of the initial shipment. Distributor must supply an electronic file or labels with a complete typewritten, alphabetized list of the drop/split shipments. For drop/split shipments requiring personalization, please see RELEASE PROGRAM (item 31).

SPLIT SHIPMENT: All shipments made within 30 days of the initial shipment.

DROP SHIPMENT: All shipments made on the same day to different locations.

38) STORAGE

Completed orders will be invoiced immediately. Due to space restrictions, orders held in will-call or waiting for shipment longer than three business days will incur a warehouse fee of \$35.00(G) per week.

39) TRADEMARK: ORDERS

All copy or other material submitted by the distributor to Artcraft for use in producing product, are accepted as being submitted in full compliance with all applicable laws regarding trademark, service mark, copyright, right of privacy, patent, or similar protection. By submitting such copy or other material, the distributor represents that the use by Artcraft on the items ordered will not violate any laws in the use of the customer's copy or other material. The distributor agrees to hold Artcraft harmless for any damages, costs, or expenses when they arise under all laws as a consequence of our use of said copy or other material or operations undertaken by the agreement.

40) TRADEMARK: CATALOG

Trademarks and logos used in the production of this catalog are shown to illustrate the quality and design of the products. Use of the logos does not imply Artcraft created the marks nor received endorsement of our product line. Products shown with specific imprints are not available to any purchaser without permission of the owners of the trademarks or copyrighted art.

41) WARRANT

Artcraft warrants its products for satisfactory workmanship and material. All items are high quality products. However, there may be slight variations in hue, glaze, or shape. Slight imperfections, irregularities, shear marks, or seams are not considered flaws. Defective merchandise will be replaced, but our liability is limited to item invoice cost.

42) WEBSITE

www.goartcraft.com

FOR ANY GLASS OR CERAMIC ITEM NOT SHOWN IN THIS CATALOG, CONTACT FACTORY FOR AVAILABILITY.