

order information

- All orders are subject to acceptance by Eimpression.ca.
- All orders must be emailed. No verbal or faxed orders are accepted.
- All orders should be emailed to info@elitegraphicdesign.com.
- All artwork should be sent to info@elitegraphicdesign.com and must reference your PO#.
- All orders received after 5pm EST will be dated as received on the following business day.
- All orders are subject to inventory availability. Eimpression.ca is not liable for inability to deliver due to inventory shortages. Please contact Customer Service to confirm inventory availability.
- All order specifications including your required "in-hands date" must be included on your PO#.
- If you are placing a "repeat order", please provide the previously assigned artwork confirmation number.
- All orders written without pricing will be processed using current Eimpression.ca pricing.
- All prices in this catalogue are shown in CDN dollars and are subject to change without notice.

pre-production proofs

- All decorated orders include an artwork approval process which must be accepted by email prior to production.
- The first pre-production proof is included at no charge. All subsequent artwork proofs are \$20.00 (C).
- Virtual proofs are available at an additional charge of \$75.00 (Z) per hour.

artwork requirements

- We accept electronic artwork on CD, DVD and e-mail (file size permitting).
- If artwork file size exceeds 15Mb's please use an application such as: DropBox, Hightail, or WeTransfer.
- Send original, native vector files. Convert all fonts to curves / outlines. Convert all outlines to objects.
- The following artwork is NOT acceptable as output for final production: drawings, letterhead, photocopies, business cards, faxes, scans, and/or laser printed artwork that is not 1200dpi at a minimum 100% output size.
- If additional artwork & design services are required due to unacceptable resolution or layout, we will contact you with an estimated additional cost to have the artwork and/or layout improved.
- Please note, this will increase the overall production time of your order.
- Artwork, vector, and design services are charged at \$75.00 (Z) per hour.
- Artwork submitted with colour, grayscale, gradients, or halftones are acceptable for single or full colour sublimation services only and are not acceptable for laser engraving or sand etching.
- Artwork for laser engraving or sand etching must be supplied in black & white only.
- Decorated orders include an artwork approval process which must be accepted prior to production.

acceptable file formats

- Adobe Illustrator (.ai)
- Adobe Photoshop (.psd) (sublimation use only)
- Adobe Acrobat / Reader (.pdf) (camera-ready / press quality only)
- Adobe InDesign (.indd)
- Corel Draw (.cdr)
- EPS (vector or minimum 300dpi at final image size)
- JPEG (minimum 300dpi at final image size)
- TIFF (minimum 300dpi at final image size)
- Microsoft Office files: Excel, PowerPoint, and Word are NOT acceptable as output for final production.

artwork reconstruction and vector services

- Plastic Dress-Up Ltd. offers redrawing of artwork that does not meet our artwork specifications.
- A logo or design provided in any of the above mentioned unacceptable file format(s) can be converted into an acceptable vector format for an additional cost of \$50.00 - \$100.00 (Z) per design.
- The turnaround time for this service is approximately 24 - 72 hours.

artwork storage

- Artwork will remain on file for 1 year. You must resubmit art after that time.

setup charges

- There is a basic \$50.00 (C) setup charge for all laser engraving, sand etching, and sublimation service(s), including multiple sizes per part number.
- There is an additional \$30.00 (C) setup charge for items that are decorated in a second location.
- When different items are ordered within the same PO#, there is an additional \$20.00 (C) setup charge per style, including multiple sizes per part number.
- On repeat orders of the same product(s) with only line changes, the setup charge is \$30.00 (C).
- There is a basic \$5.00 (C) setup charge for all personalization / line changes.

standard production time

- 5-10 business days is our preferred production time for most items at catalogue quantities.
- Some items may take additional time based on the specifications of individual orders.
- Contact Customer Service for detailed production scheduling based on your specific requirements.

rush service

- For orders requiring less than minimum standard production time, a rush charge may apply depending on production capacity.
- Contact Customer Service for production scheduling confirmation and any additional charges.

glass & optic crystal quality and fabrication

- Due to the individual hand development of each piece, uniformity in size, weight, shape and colour cannot be guaranteed.
- All glass and/or optic crystal products may have slight variations, such as sizing, angles, tiny bubbles, etc... and are not considered defects.
- Glass and/or optic crystal awards that are glued, use an ultraviolet gluing process which may unavoidably produce slight bubbles, adhesive striations and/or other minor distortions and are not considered defects.
- All product sizing shown in this catalogue is approximate.

blanks

- Blank goods may be ordered at a reduced price. Please call Customer Service for pricing.
- Blank goods can be returned within 15 days of delivery date. Please call Customer Service for an RMA#.
- Returns are subject to a restocking charge of up to 20% plus all freight & accessorial charges.
- Please do not return any goods without an RMA# or the shipment will be refused.

samples

- All sample orders must be clearly identified on submitted Purchase Order.
- Spec sample(s) - order any product decorated with artwork as shown in this catalogue at EQP with no setup.
- Spec sample(s) - order any product decorated with custom artwork at EQP plus a \$50.00 (C) setup charge and cannot be returned for credit or exchange.
- All sample sales are final.

cancellations or changes to orders

- There will be a minimum \$30.00 (C) charge if an order is canceled.
- Customer will be required to pay for all work completed at the time of the cancellation or change.
- Our goal is to provide the fastest service possible.
- Due to quick order fulfillment, charges for cancellations or changes apply once the order is received.
- Changes may delay production & shipping and must be confirmed by Plastic Dress-Up Ltd.
- Canceled orders are subject to a restocking charge of up to 20%.

returns

- All returns must be authorized by Eimpression.ca and must be accompanied by a Return Authorization Number (RMA#). Please contact Customer Service for an RMA#.
- Do not return goods without an RMA# or the shipment will be refused. There are no exceptions to this rule.
- Blank goods may be returned within 15 days of delivery date.
- Returns must be made within 30 days after receipt of merchandise.
- In some cases digital photographs may be requested by email in order to provide proof of damage / defect.
- All returned items must be packaged to prevent damage in shipment.
- Items damaged due to poor packaging on return shipment may not be credited.
- All returned merchandise will be inspected prior to any credit being issued.
- Returns for credit or exchange may be subject to a restocking charge of up to 20% plus all freight charges.

packaging

- Items are packaged in standard bulk corrugated cardboard boxes.
- Packaging is subject to change as necessary.
- Most products come complete with a satin-lined presentation box or a standard gift box.
- All optic crystal products come complete with a satin-lined presentation box.
- Additional packaging / presentation boxes are available upon request and are subject to additional charges.
- Individual labeling of product packaging is also available upon request and is subject to additional charges.

shipping and handling

- All shipments are F.O.B. Concord, ON.
- Unless shipping methods or instructions are specified, we reserve the right to ship by the most beneficial means of transportation.
- Standard handling charges per box apply to all shipments, including 3rd party freight arrangements.
- Complete shipping instructions must accompany each purchase order.
- Orders will be shipped directly to distributor if "Ship To Address" is NOT provided upon completion of purchase order.
- Due to variances in freight lines and charges, all freight estimates are estimates only.
- Eimpression.ca is not responsible for final shipping charges.
- Orders which request multiple shipments or carriers will be priced as multiple orders; each according to the unit quantities contained in each shipment.
- Freight carriers charge us for address changes caused by incorrect information on purchase orders.
- All accessorial fees we incur will be invoiced after we are notified.
- Drop Shipments are \$10.00 (C) additional charge. Drop shipments include the following: different address same day, same address different dates (due within 30 days), or same address different methods.
- Split Shipments are \$10.00 (C) additional charge. Split Shipments are based on different dates within 30 days.
- Palletizing fee: Billed at \$10.00 (C) per pallet.
- C.O.D. Charge: Please contact Customer Service.
- Foreign Shipments: Please contact Customer Service for information and charges. All prices based on CDN dollars and do not include tariffs, duties or brokerage fees.
- Additional charges billed to Plastic Dress-Up Ltd. by carriers due to changes in original shipping agreement will be invoiced accordingly.

payment terms



- For new customers and customers without established credit, payment prior to shipping is required.
- We accept Amex[®], MasterCard[®], and VISA[®] credit cards as payment of current invoices.
- Net 30 day terms may be extended to customers submitting their second order and/or whose product purchases total a minimum of \$1000.00 during the past year.
- For customers with established credit, payment terms are Net 30 days.
- All invoices not paid within negotiated terms will be assessed a late payment charge of 2% per month.
- Credit Card payments made after negotiated terms may be subject to a 2% interest charge.
- No product will be shipped to customers with unpaid invoices over 60 days.
- Negotiated credit terms is maintained with an average payment history of 45 days or less.
- A carrying charge may apply for all invoices not paid in accordance with these negotiated terms, in addition to reasonable attorney's and/or collection fees in case of default in payment.

statement of limited liability

Eimpression.ca obligations with respect to orders placed and/or products delivered to buyer shall be limited to replacement or repair of defective products which are returned to Eimpression.ca, postage pre-paid, within thirty (30) days from the date of shipping or at Eimpression.ca's option, to a refund of the amount of the purchase price paid for products returned to Eimpression.ca within thirty (30) days from the date of shipping, without any further obligation or liability on the part of Eimpression.ca Buyer's sole remedies for liability of any kind with respect to products ordered or furnished by Eimpression.ca and any other performance by Eimpression.ca or with respect to buyer's use thereof, shall be limited to the replacement or repair or refund of aforementioned and in no event shall Eimpression.ca be liable or responsible for incidental, special or consequential damages allegedly caused by a failure to timely deliver products, non-delivery of products or delivery of defective or non-conforming products. No claim of any kind by buyer, whether as to products delivered, non-delivery of products or other faulty performance by Eimpression.ca shall exceed the amount of the purchase price received by Eimpression.ca for the products, and failure to provide Eimpression.ca with notice of claim within thirty (30) days from the date of shipping and failure to return such products within said time shall constitute a waiver of all such claims in respect to such products.

Additionally, please note all products and photos with trademarks or logos used in this catalogue are to show artwork and imprint reproduction capabilities only. They do not imply an endorsement by holders of such trademarks or designs. They are not meant to be advertisements, nor are these items for sale to anyone other than parties expressly authorized by the owner of such trademarks and logo designs. Each and every buyer represents and warrants that all artwork, product design, text, and other content ("Content") provided to Eimpression.ca in connection with any order for products and/or services, does not violate or infringe the intellectual property rights of any third party. Buyer will, at its sole cost and expense, indemnify, defend and hold harmless Eimpression.ca and its shareholders, subsidiaries and, affiliates from and against any claims, liabilities, suits and/or proceedings (each a "Claim") made or brought by any third party against any Eimpression.ca indemnified party, including, without limitation, reasonable attorney's fees, costs, judgments, awards, settlement amounts and expenses with respect thereto, to the extent that such "Claim" is based on a claim, suit and/or proceeding that the "Content" or the use thereof by any Eimpression.ca indemnified party in fulfilling an order for products or services to Buyer violates or infringes a patent, copyright, trademark or other intellectual property or proprietary right.

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