

# General Information Production-Ready Order

## Standard Production Times

Standard production times vary by product. See product pages for information. Seasonal fluctuations and size of order may affect production times. Production time begins the day after all clarifications have been made and your order is considered production-ready.

See Production-Ready Art section for requirements.

Norwood offers FREE 24-Hour Service on many items. Please see the inside front cover of this catalog for complete details.

## Production-Ready Art

We accept high-quality laser prints, or digital art on CDs or by e-mail. For faster service and better imprint quality, we recommend providing artwork via e-mail. Artwork should not need any additional touch-up, design, color separation or rearranging for use.

The use of licensed artwork requires a written release. Artwork when submitted is assumed to be in full compliance with laws governing copyrights, trademarks, etc. We are not responsible for typographical errors incorporated into submitted artwork. Factory reserves the right to make slight alterations in copy and logos to adapt to imprinting processes.

**Please Note:** Norwood reserves the right not to print any logo or message that is deemed inappropriate.

**QR Codes:** QR codes are most readable when printed on flat surfaces using a high-contrast imprint [such as a white imprint on dark surfaces or a black imprint on light surfaces]. QR codes may not be readable when printed on coarse-weave materials or curved surfaces. For the best results, the QR code should be black with a white border. A pre-production proof is recommended to test the functionality of the code. Norwood is not responsible for the quality, accuracy or usefulness of QR code operations or content. Norwood does not police or endorse any QR code content.

## Electronic Artwork

Artwork will be accepted digitally from the following programs:

- Adobe® Illustrator® (all fonts converted to outlines)—preferred format
- Photoshop® (black-and-white .tiff, .pict, .jpeg files scanned or created at 1200 DPI [high resolution] and at approximately the actual size of the imprint area)
- FreeHand® (saved as an Illustrator® “.ai” format, Mac or PC)
- InDesign® files must be sent with the linked file. A linked file may include .eps, .pict, .tiff or .jpeg file formats
- CorelDraw® (Use Publish PDF)

For personalization (select items), submit list of names in Excel with the following file extensions: Excel: .xls or Comma Delimited Text: .csv.

Submit a copy of the art layout with the order.

**E-mail Artwork:** Artwork should be submitted within 24 hours of sending the order. Please include purchase order number in the subject line of the e-mail. Multiple files should be compressed in either .zip or .sit format. File size limitation via e-mail is 10MB. Artwork can also be transferred directly to us via our online art transfer system.

## Vector Art

We recommend using vector art because it produces the highest quality artwork. It is “resolution independent,” which means it can be enlarged without affecting the quality of your imprint.

## Raster Art (Placed/Continuous Tone Images)

Raster Art is “resolution dependent.” When you change the size of an imprint, you change the quality. This means that the resolution (DPI) of your file is critical. Files must be at least 300 DPI at 100% of final size.

Grayscale and Bitmap images must be 1200 DPI. Do not submit files with linked images. Please embed all graphics. Raster Artwork will be accepted in Photoshop® format (black-and-white .tiff, .pict, .jpeg files scanned or created at 1200 DPI [high resolution] and at approximately the actual size of the imprint area).

## Hard-Copy Artwork

If electronic art is not available, please provide sharp, high-contrast, color-separated or black-and-white artwork. Artwork will be returned upon request or it will be discarded.

## Standard Imprint Colors

### Stock Imprint Color Palette



The color match numbers listed above are for reference only. The actual imprint colors may not be an exact match to the color number.

Metallic imprint colors are not available on 4-color process decorated products.

Due to the catalog printing process, colors shown may not be exact.

Due to variations in material, imprint methods and ink opacity, exact color matching cannot be guaranteed on all colored substrates.

Most hard goods are color matched to the coated (C) stock (example: 186 C). Please contact your distributor for more information.

\*Not available for Foil Stamped products.

\*\*Available for Writing Instruments only.

**britePix**

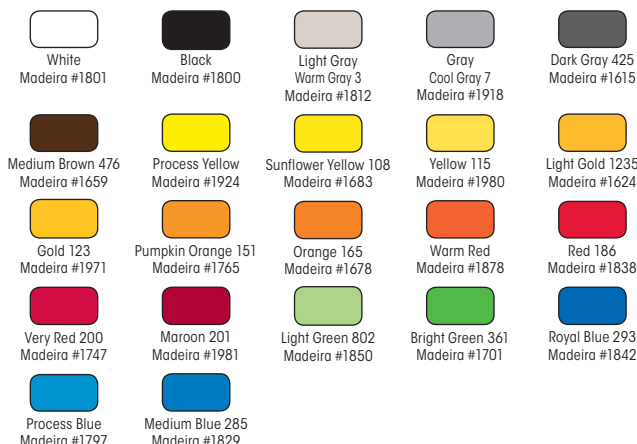
Follow standard art requirements. Files 300 DPI or greater are recommended for photographic images.

## Embroidery

When choosing Embroidery as your imprint method, please indicate your desired Madeira Polyneon thread number or approximate color number. We will select thread colors as closely as possible; however, exact thread color matching is not guaranteed.

### Stock Embroidery Madeira Polyneon Thread

(Approx. color match number)



## Typesetting

We can add text to your imprint at no additional charge. Send a TYPEWRITTEN version of the text, specifying typeface, point size and case. When typesyles are not specified, our typesetters will set your copy for the best effect (see below). Your copy must be at least the minimum point size required for each product.

#### ABC Company

Futura Bold, 11 pt., upper/lower case  
**1234 Abbey Rd., Our Town, FL**  
 Futura Reg, 8 pt., upper/lower case  
**(000) 123-1234**  
 Futura Bold, 8 pt.

Your imprint will look like this:

**ABC Company**  
 1234 Abbey Rd., Our Town, FL  
**(000) 123-1234**

When you choose script fonts, they are only legible when set in upper/lower case.

Due to variances in product surfaces, some logos and geometric shapes may distort when printing on curved products.

## Proofs

### E-mail/Fax Proof

If requested, a color proof will be e-mailed or a black-and-white proof will be faxed free of charge. Please include fax number and e-mail address on purchase order. Contact distributor for more information.

- 1st proof is FREE; additional proofs may incur a charge
- Add 2 business days
- Standard service golf balls and co-branded products: add 4–6 business days
- For orders totaling \$1,000-\$2,499, a mandatory paper proof will be provided FREE by our factory for approval prior to scheduling production time

### Product Proof

Actual printed product completed prior to full production run of an order. Not available on some items. Recommended when color matching is critical. Contact distributor for more information.

- \$50(g) plus \$50(g) set-up (if applicable) and product cost
- 3-day service golf ball Product Proof charge is \$75(g), plus \$31.25(g) set-up charge, plus product cost (1 dozen minimum)
- Standard production times apply

For orders totaling \$2,500+ a mandatory product proof will be provided FREE by our factory for approval prior to scheduling production time. Not available on some items. Contact distributor for more information.

JAFFA® products do not require mandatory product proofs. If pre-production proof is required, please call for a quote. Not available on some items.

### Speculative Sample

Actual printed product (often completed as a presentation piece prior to the placement of an order). Not available on some items. Contact distributor for more information.

- \$50(g) plus \$50(g) set-up (if applicable) and product cost
- 3-day service golf ball Spec Sample charge is \$75(g), plus \$31.25(g) set-up charge, plus product cost (1 dozen minimum)
- Standard production times apply

## Services

### Copy Change

Copy changes are available for \$30(g) per change. Catalog minimums apply per copy change. Logo imprint, color and location must remain the same. Not available on some items. Contact distributor for more information.

Copy Change charges do not apply to JAFFA® Awards & Recognition products. Please reference personalization charges on page 735

### britePix Personalization

britePix personalization is available on all britePix products. There is no limit to the amount of personalization that can be achieved! We ask that you supply all personalization requests in an Excel spreadsheet with separate columns for each name, corresponding image, photo, event, date, etc. Customer assumes responsibility for accuracy of submitted personalization information. Norwood is not liable for any inaccurate information.

### Imprint Color Change

Imprint color changes are available. Catalog minimums apply per imprint color change. Logo imprint and location must remain the same. \$25(g) per change, except Writing Instruments and britePix products, for which imprint color changes are free of charge.

### Match Trim Color and britePix Products

We will match your imprint color to product trim color when requested. Simply request "match trim" as your imprint color.

### Product Color Variance

Due to the nature of the materials and the variance in manufactured products, we cannot guarantee exact matches within orders or on repeat orders. Like-named colors in different materials may not be an exact color match. In our continuing effort to improve our products, we reserve the right to change specifications without notice.

### Registration of Multicolor Designs

In multicolored designs where it becomes necessary to register one color next to another, there is the possibility of misregistration amounting from approximately 1/64"–1/16", depending on the size and shape of the item being imprinted. This tolerance meets industry standards and is considered acceptable.

### Non-Standard Imprint Color Matching

The charge for non-standard imprint color matching is \$30(g). Most hard goods are color matched to Coated (C) Stock (example: 203 C). Please call your distributor for more information. If sending a color swatch, we will match it as closely as possible. Exact color match is not available on 4-color process, colorfill or hot stamped products.

### Above Catalog Quantities

For orders above catalog quantities, please contact your distributor for production time and pricing.

### Exact Quantity Order Charge

Norwood reserves the right to bill and ship up to 5% over-runs and under-runs. If exact quantity is required, the purchase order must state "Exact Quantity." There is a \$31.25(g) charge for exact quantity requests, except for Writing Instruments, Awards and Atchison® products, for which this is free of charge.

## Less Than Minimum Charge

All imprinted orders require minimum quantities as listed in the catalog. Less than minimum imprinted orders will be accepted with a \$50(g) additional charge and an absolute minimum of half the catalog minimum. Charge applies to all products except Image 3 Crystal products, where a \$190(g) charge applies. Not available on some products. For JAFFA® Awards and Recognition Less Than Minimum policy, see page 734 for details. Contact distributor for more information.

## Exact Reorders

We will keep your artwork for 24 months. When you reorder, please include the original invoice number or purchase order number along with complete order information (product, ink colors, size, etc.). Standard production time applies. All order elements, including the imprint colors, must be exactly the same as the original order.

## Rush Services

See the inside front cover for FREE 24-Hour Service ordering instructions. Orders requiring quicker than published lead times may be feasible and a 20% surcharge applies to the product price. Contact your distributor for further information.

## Special Packaging

If you have special packaging needs such as shrink-wrapping, special inserts or shipping combinations of Norwood products in the same box, arrangements will be made to accommodate your request. Keep in mind, some special packaging requests may require additional time and an additional charge.

## Blank Merchandise

Blank merchandise is available at the end column price. No set-up charges are applicable. Catalog quantities only. The absolute minimum is half the catalog minimum quantity. Production time is 1 business day. Exceptions include Factory Direct items and kits.

Not available on some products. Contact distributor for more information.

# Shipping Information

## Freight Terms

Freight terms for all orders will be "F.O.B. Shipping Point" with applicable shipping and handling charges to be added to the customer's invoice. Please see General Information pages for each product category for specific shipping locations and alternative freight billing points. Title to and risk of loss of the goods will be transferred to the customer at the time of pickup by the carrier at which time our responsibility will cease. Norwood cannot assume responsibility for time delays in transit.

## Changes to Shipping Addresses/ Shipping Methods

Any changes to shipping address or shipping method must be submitted in writing 24 hours prior to the scheduled ship date and before the order has been processed for shipment to be guaranteed.

## Split Shipments

Up to four split shipments are allowed during a 12-month period, with the 4th (final) shipment occurring within 12 months after receipt of order, free of charge. Freight charges apply. Invoice will reflect the quantity shipped.

## Third-Party Freight Billing

Add \$10(z) per order, per Ship To location when selecting an alternative ship method other than our preferred carrier UPS.

Insurance must be handled by the consignee. If any selected third-party charge gets charged back to Norwood, these charges and any associated fees will be billed separately to your account. All third-party shipments ship F.O.B. from factory produced.

## Drop Shipments

Shipments to multiple locations, all occurring at the same time, are free of charge up to 20 drop ship locations. Each location after 20 will incur a \$3(z) charge per location. Freight charges apply. Catalog minimum quantity is required per address. For less than minimum quantities a \$3.00(z) charge applies per location. A drop ship list must be provided on an Excel spreadsheet with separate columns for the distributor company name, purchase order number, Ship To name, address 1, address 2, city, state, zip and quantity per drop. Drop ship addresses must be received prior to the start of production of the order for packaging accuracy.

## International Shipping

For shipments outside the United States (including Puerto Rico), declared values will be catalog pricing unless otherwise requested.

For international shipments, the customer is responsible for all taxes, duties, brokerage fees and miscellaneous charges related to the shipment. If an international order is shipped via a third party, these fees will be charged to the third-party account, if requested. If not requested, the consignee will be billed.

For shipments with a declared value of \$2,500 or more, a shipper's export declaration (or Electronic Export Information) will need to be submitted to customs. All shipments to countries that qualify for this requirement will have an additional \$20 handling fee added to the shipping cost for both third-party and prepaid shipments.

Norwood is not responsible for delays in customs, ocean freight shipment delays or air freight shipment delays beyond our immediate control.

Norwood products are designed to meet the laws and standards of the markets in which they are offered for sale by Norwood. Customers wishing to ship products outside of those markets, whether shipped by Norwood or the customer, assume the risk that the product or its ingredients may not meet the laws of the country of import.

## Standard Carrier

Our primary shipper is UPS, for which we charge the common carrier rate.

## Freight Claims

Title passes from the factory upon consignment of merchandise to a carrier. Although we can assist you, freight claims should be filed with the carrier.

# Terms and Conditions

## Pricing

All pricing in this catalog is effective on orders received from January 1 through December 31, 2013, for shipment on or before January 31, 2014.

## Catalog Price Increases

As we finalized pricing for 2013, every effort was made to identify and project material cost increases from our suppliers. Where necessary, these increases are included in our current pricing. However, due to the volatility of crude oil prices and associated impact on raw material costs, we reserve the right to change catalog prices at any time without notice, if necessary. If this is required, we will do everything we can to announce the changes ahead of time. We understand and regret the inconvenience this may cause you and your customers.

## Order Acceptance

All orders are binding upon Norwood only after acceptance by Norwood.

## Changes

Prices, terms and conditions, items and colors are subject to change or can be discontinued without notice.

## Cancellations

Changes will delay orders and must be authorized by Norwood. Changes to or cancellation of orders prior to production will be invoiced at a \$31.25(g) minimum charge per change, plus all cost incurred before cancellation request is received at the factory. After production has been initiated, orders cannot be changed or canceled. Production time begins upon receipt of the complete order or after proof approval.

## Authorized Returns

Returned merchandise must have a return authorization number, which must be obtained from the Claims and Resolution Department. Unauthorized returns will not be accepted. Any complaint must be registered within 30 days of shipment. Unimprinted products will be subject to a 20% restocking charge.

## Artwork Return

Customer artwork, if available, will be returned if requested on order. Include company name and purchase order number on all artwork. Examples of items that cannot be returned include letterhead, photocopies or labels. Artwork will be held on a computer file for 24 months. Repeat orders submitted after that time will require new artwork. Art services provided by Norwood are created in a digital format which cannot be returned.

## Catalog Illustrations

Logos and other imprints shown in this catalog are for illustrative purposes only. They do not imply endorsement, nor are any items with these specific logos for sale to anyone other than parties expressly authorized by the owner of such designs. Product colors shown throughout this catalog may vary slightly from actual products due to inherent limitations in photography, film separations, offset printing and plastic molding processes.

## Intellectual Property

NORWOOD, the NORWOOD logo, NORWOOD.COM, MY NORWOOD, ATCHISON, GOINGGREEN, GOOD VALUE CALENDARS, JAFFA, KOOZIE, RCC KOOZIE, SAFETY SEARCH, SPECTRACOLOR, TRIUMPH, BRITPIX, NORWOOD PACIFIC SOLUTIONS and all related trademarks, logos and trade dress are trademarks or registered trademarks of Norwood Promotional Products and/or its affiliates or licensors in the United States and other countries and may not be used without written permission. All other trademarks are the property of their respective owners.

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Please note that the pictures on our products were purchased for promotional product use only. We regret that these products may not be sold as retail, used for reproduction, dismantled for selling as prints, nor sold outside North America.

The use of third-party logos, trademarks and trade names on products in this catalog are for illustrative purposes to represent Norwood's expertise in factory printing and design capabilities. Such use does not imply an endorsement or association between Norwood and any third party, nor does it indicate that the product has been used or purchased by any third party. Products featuring these designs are not for sale to anyone other than authorized representatives of the owners of the logos, trademarks and trade names.

Norwood reserves the right to photograph or show as samples the items produced by Norwood without liability as to trademark, copyright or other proprietary rights, and Customers placing orders with Norwood consent to such use.

As to Customers placing orders with Norwood that contain custom die shapes, Norwood is and shall be the sole owner of all copyrights and other intellectual property rights now existing or hereafter coming into existence in and to any custom die shapes (subject to Customer's copyright, if any, in its own underlying artwork). Customer shall have a limited, royalty-free non-sublicensable license to view any draft/proposal versions of a custom die shape provided by Norwood solely for the purpose of approving the product. Upon Norwood's receipt of payment in full, Customer shall also have a perpetual, royalty-free license to display and redistribute the final tangible version of the product delivered by Norwood. However, unless otherwise agreed by Norwood in writing, no such product, whether in final form or draft/proposal form, may be reproduced, modified, adapted, published, printed or used for a derivative work by Customer or any other party. All other rights are expressly reserved by Norwood.

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## Authorization Indemnification

Norwood assumes no responsibility for determining the proper ownership or proper use of trademarks, logos and trade names.

All liabilities of this nature rest with the Customer. By placing an order with Norwood, you represent and warrant that you have the authority to order, purchase and distribute merchandise containing the names, trademarks, logos, copyrights, etc. identified in your order. You also agree to indemnify, defend and hold harmless Norwood, its parent, subsidiaries and its affiliates and representatives, from and against all claims, liabilities and expenses (including attorney's fees) arising out of or related to any actual or alleged infringement or misappropriation of any trademark, copyright or any other proprietary right of such merchandise. This provision will remain in effect after delivery of your order.

## Product Performance Policy

Norwood will honor its return policy for any product that it determines does not meet its standards for quality and workmanship. NORWOOD DISCLAIMS ALL EXPRESS AND IMPLIED REPRESENTATIONS AND WARRANTIES WITH RESPECT TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE ICONS USED IN THIS CATALOG WERE DESIGNED BY NORWOOD AND ARE NOT INTENDED TO IMPLY A THIRD-PARTY CERTIFICATION.

## California Proposition 65

Norwood will apply a Prop 65 warning sticker at no charge on all orders of lead crystal products, bags and other products specified on Norwood.com with a Ship To address in California, unless the customer requests on the purchase order that no Prop 65 warning be applied. Norwood will also apply a Prop 65 warning for orders of other products not included in the foregoing with a Ship To address in California if the customer requests it on the purchase order. There will be a \$0.15(g) surcharge per unit for these special requests and it may add additional production days to your order. The warning, when used, will read:

### WARNING

This product contains a chemical that the State of California has determined causes cancer, birth defects or other reproductive harm.

## CPSIA

Certain products in this catalog may have a note stating that the product is CPSIA-compliant. Only products with this note are Children's Products under the CPSIA. All other products are for adult or general purpose use. Please go to [www.norwood.com/CPSIA](http://www.norwood.com/CPSIA) for Certificates of Compliance and General Conformity Certificates.

## Environmental Mission Statement

We are committed to working with our vendors and employees to incorporate environmentally friendly business practices into our daily operations. These measures benefit our local communities, states and society at large. We will continue to identify and act on opportunities to minimize our impact on the environment.

## Writing Instruments

General Information applicable to the products featured on pages 342-412.

### Shipping and Handling

Shipping and handling charges for Writing Instruments will be calculated based on the Norwood preferred carrier and service level shipping from Clearwater, FL.

### Minimum Line Weights & Type Sizes

Minimum line weight is 0.5pt. at final imprint size. Minimum point size for copy is 6 point.

### Layout Standards

Unless otherwise stated on order, Norwood reserves the right to size and arrange layouts at their discretion.

### Imprint Color Change

FREE! Imprint color changes are available for all Writing Instruments; catalog minimums apply per imprint color change. Logo imprint and location must remain the same.

## Exact Quantity Order Charge

FREE! There is no charge for exact quantity requests. If exact quantity is required, the purchase order must state "Exact Quantity."

## Packaging

Special packaging may incur additional production time.

Polybagging in groups of 5 to 100 items:

- Available for most writing instruments
- Add \$0.06(g) per writing instrument

Boxing in groups of 100 to 250 items:

- Available for most writing instruments
- Add \$0.05(g) per writing instrument

Cello packing available for a variety of writing instruments in 1, 2, 3, 4, 5 and 6 packs. Contact distributor for more information.

## Writing Instruments Packaging Options

### Single Clear-Top Gift Box

\$0.60(g) each, price includes unimprinted box

### Velvet Pouch

\$0.55(g) each, price includes unimprinted velvet pouch

### Paper Gift Box

\$1.00(g) each, price includes unimprinted box



## Office

General Information applicable to the products featured on pages 414-444.

### Notice

Rulers are primarily used for advertising, not as a precision instrument.

### Shipping and Handling

Shipping and handling charges for Office products will be calculated based on the Norwood preferred carrier and service level shipping from Red Wing, MN.

## Technology

General Information applicable to the products featured on pages 446-458.

### Shipping and Handling

Shipping and handling charges for Technology products will be calculated based on the Norwood preferred carrier and service level shipping from Red Wing, MN.

#### USBs:

- Less than minimum not available for this product.

## Bags, Meeting, Travel, Outdoor & Leisure

General Information applicable to the products featured on pages 118-268.

### Shipping and Handling

Shipping and handling charges for Bags, Meeting, Travel and Outdoor & Leisure products will be calculated based on the Norwood preferred carrier and service level shipping from Red Wing, MN, unless an alternative freight billing point is more beneficial to the customer based on the Ship To location. The following alternative freight billing point may be applied: San Antonio, TX.

#### Exceptions:

- Chairs (45004, 45009, 45144, 45259, 45388): Freight Billing Points Red Wing, MN; San Antonio, TX; Pittsburgh, PA; or Los Angeles, CA

## Screen Print

Ink is applied through a fine screen, leaving a color imprint on the surface of the product.

## Heat Transfer

Logos are applied to products through the use of a paper-like transfer material with heat and pressure. This process is also used on material where it is not suitable to imprint more than 1 screen imprint color.

## Deboss

Debossing imparts a more subtle effect than foil stamping or screen printing. This method allows you to leave a depression of your logo on the material's surface. This process is best utilized on vinyl and bonded leather.

## Foil Stamp

The most popular means of decorating our business accessories, a die is used to apply the logo onto the material's surface. This process is best utilized on vinyl and bonded leather.

## SpectraColor® Print



SpectraColor® allows you to reproduce your full-color design or logo by scanning a flat, full-color image or printing your computer-generated art.

**Spectra Artwork:** Artwork must be submitted electronically and a hard-copy color output must be mailed for color matching. Do not send 4-color separated art. Separations will be done in our art department. Exact color match cannot be guaranteed on 4-color process.

Please submit color photographs and/or final, full-color art (printed or on disk) only. We cannot accept the following: slides, transparencies, photo negatives, film, low-resolution (halftone) prints, black-and-white separations (with two or more colors), Polaroid photos, photos 3" x 5" or smaller. Original art size cannot exceed 11" x 17". We reserve the right to determine acceptability of submitted art. Additional art and/or alternate charges may apply. Please do not create or mark on the photo(s) to be used. Submit a sketch of the required layout with your order. Submit art proportioned to size (with a 3/8" bleed) and design layout.

#### \*\*NOTE\*\*

The Spectra II digital imprint method requires a mandatory e-mail/fax proof and must be printed with a background. The background can be a custom shape and can be any digital color. We cannot guarantee a match to the bag color.

### Optional Patch

Add \$0.95(g) for patch. Available on products AP3390, AP5020, AP5940, AP6590, AP8910, AP9950.

### Embroidery

A design is stitched with thread on the surface of the product's material.

#### Embroidery Quick Tips

- All lettering will be digitized with closest point connections
- Spacing between bottom of all logos and visor of cap (all styles) is a minimum of 3/4"
- Unless otherwise instructed, all back logos will follow the curvature of cap selected
- Customer-supplied disks will be accepted. Minimum letter height is 1/4" and minimum line width is 2mm. If the customer tape is used without any edits, the customer will not be charged. If edits are performed, such as resizing or adjustments for material change, a \$15(x) Required Edit Fee will be charged. If the tape is unusable, we will contact the customer for further guidance. Co-branded bags are excluded from the editing option as vendor specifications and charges vary. If a customer-supplied tape is received and does not meet our embroidery specifications or requirements, we will make necessary edits to the tape (see Required Edit Fee) and e-mail the free proof for final approval before proceeding. This may add production time to your order
- 3mm left-right tolerance is our standard
- For stitch count estimates, please send artwork to customerservice@norwood.com, allow 48 hours for a response

## Embroidery Charges

- **Set-Up Charge:** Embroidery Tape Set-Up Charge \$90(g)
- **Additional Color Charge:** \$0.28(g) per piece for each additional thread color over 7; limit of 12 total thread colors for products imprinted in Red Wing
- **Run Charge:** \$2.75(g); limit 10,000 stitches
- Designs with excessive stitches (over 10,000 stitches) require an additional charge of \$0.40(g) per 1,000 stitches
- **Additional Location Tape Charge Different Logo:** For headwear add \$40(g), limit 5,000 stitches; for other embroidery items add \$90(g), limit 10,000 stitches
- **Thread Color Change Charge:** \$30(g). Minimum quantity is 72 pieces per change
- **Gold or Silver Metallic Thread Charge:** Add \$0.50(g) per item
- **Additional Location Charge:** For headwear up to 5,000 stitches, add a run charge of \$1.75(g) per item, per location. For other embroidery items up to 5,000 stitches, add a run charge of \$2.25(g) per item, per location
- **3-D Embroidery** on selected headwear items: add \$2.00(c) per item
- **Copies:** Norwood-produced embroidery tapes are available for \$25(x) per copy

## Embroidery Personalization

- **Charge:** \$5.00(g) per name, per item
- **Initials only:** \$2.50(g) per item (limit 2 letters)
- **Production time:** 10 business days

## Multiple Location Imprints

- For screen print and heat transfer, add \$0.50(g) per item, per location
- For deboss and foil stamp, add \$0.80(c) per item, per location

## Match Primary Bag Color

We will match your imprint to product accent or trim color when requested. Simply request "match trim" as your imprint color.

## Mailers and Gift Boxes

Cardboard boxes suitable for mailing are available on chairs. Chairs are packed in 1-pack mailers for a charge of \$2.75(g). Items will be inserted unless otherwise specified. Additional lead time may be required.

## Frigid Ice™ Packs

Frigid Ice™ packs available in case lot quantities for \$0.75(g) each. They are packed in cases of 36, weighing approximately 18 lbs. Dimensions: 6"w x 4"h, 8 oz. Minimum order quantity is 36, available in increments of 1 after minimum purchase size.

## Laundrying Bags and Headwear

We recommend you do not wash or launder bags or headwear. We will not accept responsibility for damages due to washing of caps and/or bags.

## Customization

We can customize any existing bag or create a new look designed to your specifications. Call your distributor for a quote, lead time and minimums.

## Notice

Fabric dye lots may naturally have some color variation.

The cotton/canvas material is not designed for extended exposure to moisture. As a result, colorfastness of the material cannot be guaranteed.

Genuine leather will have naturally occurring variations in color and surface. When imprinting on leather, the depth of the imprint and shade may vary throughout an order due to the characteristics in each individual hide. These natural variations are your assurance that it is genuine leather.

## Bag/Padfolio Sizing

All sizes are approximate. Finished goods may vary plus or minus 1/2" in each direction.

## Minimum Line Weights and Type Sizes

Arial typeface is recommended, using a minimum 15 point font size. Minimum line weight is 2 point.

## Golf

General Information applicable to the products featured on pages 552–632.

### Shipping and Handling

Shipping and handling charges for Golf products will be calculated based on the Norwood preferred carrier and service level. Visit [www.norwood.com](http://www.norwood.com) for specific product shipping information.

### 3-Day/24-Hour Service Golf Ball Set-Up Charges

(catalog quantities only):

- \$31.35(g) for 1 to 2 colors
- \$62.50(g) for 3 to 5 colors
- 100+ dozen: no charge
- Additional color charge: \$2.25(g) per dozen up to 5 imprint colors (24 dozen minimum)
- Second pole charge: \$2.81(g) per dozen (24 dozen minimum)

### Standard Service Golf Ball Charges:

- Second pole charge: per dozen (12 dozen minimum)  
Nike® / TaylorMade® / Callaway® / Wilson®: \$2.50(g),  
Titleist® / Pinnacle®: \$5.00(g)



## Drinkware

General Information applicable to the products featured on pages 270–320.

### Shipping and Handling

Shipping and handling charges for Drinkware products will be calculated based on the Norwood preferred carrier and service level shipping from Red Wing, MN, unless an alternative freight billing point is more beneficial to the customer based on the Ship To location. The following alternative freight billing points may be applied:

- KOOZIE® Can and Bottle Coolers, Sport Bottles: Freight Billing Points Red Wing, MN, or San Antonio, TX
- Acrylic and Metal Drinkware, Ceramic Drinkware: Freight Billing Points Red Wing, MN; San Antonio, TX; Pittsburgh, PA; or Los Angeles, CA

### Laser-Engraved Personalization

- Charge: \$2.50(g) per name, per item
- Production time: 10 business days

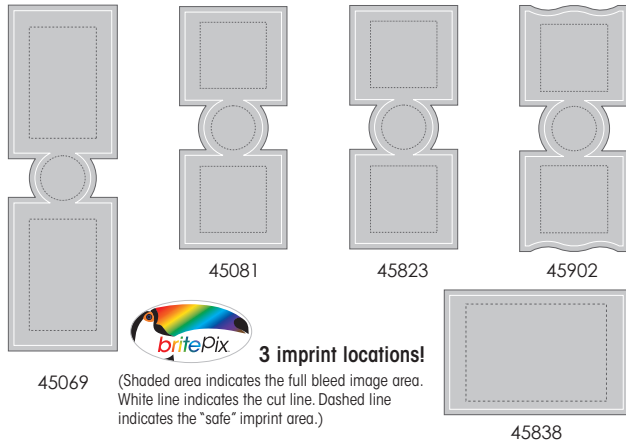
## Imprint Locations

Please indicate placement of your artwork on your purchase orders. See below for visual examples of various imprint options.

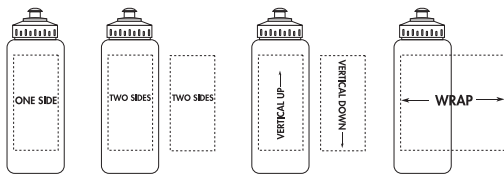
### KOOZIE® Can and Bottle Coolers:



### KOOZIE® Can and Bottle Coolers with: *britePix*



### Sport Bottles:



### Ceramics, Plastics, Acrylics and Metal Drinkware:



## Halftones

All halftones will have a noticeable dot pattern. Screen printed items will be run at 85 lines per inch, and halftone percentages can range from 20% to 80%. We reserve the right to adjust the halftones when needed. Halftones are not available on all items.

## Care Instructions

We recommend that Plastics, Acrylics, Metals and Ceramics be hand washed only. Dishwashers may damage or greatly reduce the life span of the product and imprint. Do not use chlorine bleach or detergents containing bleach to clean. Do not microwave products made of stainless steel or imprinted with metallic ink. Use of a microwave may result in fire damage to the product and microwave.

## Mailers & Gift Boxes

Cardboard boxes suitable for mailing are available for most drinkware products. Items will be inserted unless otherwise specified.

Additional lead time may be required.

	1-pack mailers	2-pack mailers	4-pack mailers	6-pack mailers	12-pack mailers	
<b>Ceramic Mugs</b>	\$1.25	\$2.10	\$2.75	\$3.50	\$4.60	5g
<b>Tumblers</b>	\$1.25	—	—	—	—	1g

## Housewares

General Information applicable to the products featured on pages 322–340.

### Shipping and Handling

Shipping and handling charges for Housewares products will be calculated based on the Norwood preferred carrier and service level shipping from Red Wing, MN, unless an alternative freight billing point is more beneficial to the customer based on the Ship To location. The following alternative freight billing point may be applied: San Antonio, TX.

### Laser-Engraved Personalization

- Charge: \$2.50(g) per name, per item
- Production time: 10 business days

## Flashlights, Tools & Auto

General Information applicable to the products featured on pages 518–550.

### Shipping and Handling

Shipping and handling charges for Flashlights, Tools & Auto products will be calculated based on the Norwood preferred carrier and service level shipping from Red Wing, MN.

### Hazardous Material

Highway kits containing tire inflator/sealer will be subject to additional charges when shipping via air transport. When reshipping kits containing these hazardous goods, please contact your local carrier for instructions. Hazmat charge—additional \$35(x) per box for UPS expedited methods.

## Health, Wellness & Safety

General Information applicable to the products featured on pages 460–516.

### Shipping and Handling

Shipping and handling charges for Health, Wellness & Safety products will be calculated based on the Norwood preferred carrier and service level shipping from Red Wing, MN.

#### Exception:

- Informational Guides: Freight Billing Point New Britain, CT

### International Shipments

Norwood products are designed to meet the laws and standards of the markets in which they are offered for sale by Norwood. Customers wishing to ship products outside of those markets, whether shipped by Norwood or the customer, assume the risk that the product or its ingredients may not meet the laws of the country of import.

## Awards & Recognition

General Information applicable to the products featured on pages 634–726.

### JAFFA® Less Than Minimum Policy

Less than minimums are available on many JAFFA® products without a Less Than Minimum Charge. Small quantity and single-unit pricing is available; please contact your distributor for a quote.

- Less than minimums are not available for all JAFFA® products
- Less than minimum quantities are not eligible for Combined Pricing
- Image 3 Crystal products require a \$190(g) charge plus the cost of product for less than minimum quantities

### Shipping and Handling

Shipping and handling charges for Awards & Recognition products will be calculated based on the Norwood preferred carrier and service level shipping from Red Wing, MN.

### Product Color Variance

Hand-blown art glass, lead crystal or machine-made glass will have small variations inherent in the nature of the glass. Shear marks, flow lines, small bubbles, cooling marks and seams are unavoidable, particularly when the piece is handcrafted. These minor variations, along with possible slight differences in size due to hand finishing and polishing, are not considered defects.

## Combined Pricing

Orders with multiple items are eligible for combination pricing, up to a maximum of end quantity pricing. Each product must meet minimum catalog quantity to be eligible. Less than minimum quantities do not apply.

## Base Gluing

Many products are shipped unattached from their bases. We strongly recommend the products ship as designed, since the packaging was developed to protect the products as two separate pieces. Although not recommended, we will glue pieces, if required, at a cost of \$5.50(g) per item. Please note that the packaging will vary from what is stated in the catalog. This service is not available for products on wood and select glass bases.

## britePix Awards

britePix Crystal, Glass and Acrylic Awards can be created with either an **Opaque** or **Translucent** technique.

- The Opaque technique prints a white underlay behind your image or text on the back of the award. This underlay does not allow light to pass through the award and is ideal for photographs of faces.
- The Translucent technique prints your image and text without a white underlay. This creates brilliant color reflections through the different facets and bevels, giving the illusion of stained glass.



Please specify **Opaque** or **Translucent** on your purchase order. To review proof information please see General Information on page 729.

## Personalization

### Deep Etch

- **Personalization Fee:** \$3.75(g) per piece, per line
- **Additional Location:** \$8(g) per piece when a second area or base requires deep etch

### Laser Etch

- **Personalization Fee:** \$3(g) per line, per piece
- **Additional Location:** \$3(g) per line, per piece when a second area, base or plate requires laser etch

### Screen Print

- **Personalization Fee:** \$3(g) per color, per line
- **Additional Location:** \$1.50(g) per color, per piece when a second area or plate requires screen print

### Colorfill

- **Additional Location:** \$7(g) per area, per piece

### Additional Colors

- **Additional Location:** \$1.50(g) per color, per piece

## britePix

Personalization is included with the britePix run charge listed on the individual product pages. There is no limit to the number of personalization lines that can be done.

## Plates

Custom-cut plates are available in black, brass, silver and copper finishes; please specify.

## Custom-Cut Plate Charges:

Plates up to 7 sq. inches: \$9(g) each  
 Plates 7–12 sq. inches: \$12(g) each  
 Personalization Fee: \$3(g) per line, per piece  
 Laser Engrave Run Charge: \$3(g) per line, per piece  
 Screen Print Run Charge: \$1.50(g) per color, per piece

## Stock Plate Charges:



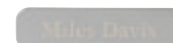
**BPL (Large Brass Plate)**  
3-1/2"w x 1-3/16"h



**BPLZ (Large Silver Plate)**  
3-1/2"w x 1-3/16"h



**BPS (Small Brass Plate)**  
2-1/4"w x 5/8"h



**BPSZ (Small Silver Plate)**  
2-1/4"w x 5/8"h

**Laser Engrave or Screen Print:** BPL, BPLZ: 3-1/4"w x 1"h;  
 BPS, BPSZ: 3"w x 7/16"h

**Plate Charge:** \$4(g) each

**Personalization Fee:** \$3(g) per line, per piece

**Laser Engrave Run Charge:** \$3(g) per line, per piece

**Screen Print Run Charge:** \$1.50(g) per color, per piece

## Packaging

We have selected elegant, protective packaging methods for our products. The method we've determined to be the most complementary and appropriate for each product is listed with the product information and is included at no extra charge. Please note that some of our products are packaged in our vendor packaging when we deem it appropriate.



2-piece gift box with die-cut foam insert

## Optional Coaster Gift Packaging

Optional Packaging for Coaster item numbers: 25226, 25039, 25036, 25035, 25037, 25038 (Gray Gift Box)



Gray Gift Box  
(1 coaster):  
\$1.25(g) per box



Gray Gift Box  
(2 coasters):  
\$1.25(g) per box



Gray Gift Box  
(4 coasters):  
\$2.50(g) per box

Optional Packaging for Round Coaster item numbers: 25226, 25039, 25036, 25035 (Black Gift Box)



Black Gift Box  
(1 coaster):  
\$2.05(g) per box



# Medallion Information

(Applies to select items within Awards & Recognition, Office and Flashlights, Tools & Auto.)

## Custom-Crafted, Screen Printed & Laser-Engraved Medallions

- When medallions are optional, add \$12.00 (g) per medallion
- Minimum quantity of 15 medallions required
- Less than minimum not available for products with medallions
- Items containing Custom-Crafted Medallions are not eligible for combined pricing



### QC Medallion

**Actual Size:** 1-7/16" dia.  
**Custom-Crafted Imprint Size:** 1-1/4" dia.  
**Screen Printed and Laser-Engraved Imprint Size:** 1-1/16" dia.



### SQC Medallion

**Actual Size:** 1-7/16"w x 1-7/16"h  
**Custom-Crafted Imprint Size:** 1-1/4"w x 1-1/4"h  
**Screen Printed and Laser-Engraved Imprint Size:** 1-1/8"w x 1-1/8"h



### DQC Medallion

**Actual Size:** 3/4" dia.  
**Custom-Crafted Imprint Size:** 5/8" dia.  
**Screen Printed and Laser-Engraved Imprint Size:** 1/2" dia.



### ERDQC Medallion

**Actual Size:** 1-15/16"w x 5/8"h  
**Custom-Crafted Imprint Size:** 1-3/4"w x 7/16"  
**Screen Printed and Laser-Engraved Imprint Size:** 1-5/8"w x 3/8"h



### RQC Medallion

**Actual Size:** 1-11/16" w x 1-1/4" h  
**Custom-Crafted Imprint Size:** 1-1/2"w x 1-1/16"h  
**Screen Printed and Laser-Engraved Imprint Size:** 1-3/8"w x 1"h



### Screen Printed Medallion Only

**Actual Size:** 1-7/16" dia.  
**Imprint Size:** 1-1/16" dia.



### Laser-Engraved Medallion Only

**Actual Size:** 1-7/16" dia.  
**Imprint Size:** 1-1/16" dia.