

General Information

Production-Ready Order

Please see order checklist on the inside back cover to help avoid delays.

Standard Production Times

Standard production times vary by product – see product 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.

Production-Ready Artwork

For fastest service and best imprint quality, we recommend providing production-ready and digitally produced art. Artwork should not need any additional touch-up, design, color separation or rearranging for use. Artwork will be sized to maximize the imprint area unless otherwise specified.

Specific typestyles can be requested or provided via email. Requested fonts, if unavailable, will be matched as closely as possible. For a complete list of Norwood's standard fonts, please visit Norwood.com.

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 in submitted artwork. Factory reserves the right to make slight alterations in copy and logos to adapt to imprinting processes.

Electronic Artwork

CD/Disk: Artwork will be accepted digitally from the following programs:

- Adobe® Illustrator® (any version, PC or Mac) – 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)
- Quark® or InDesign® files must be sent with the linked file. A linked file may include .eps, .pict, .tiff or .jpeg file formats
- CorelDraw® (Using the “export” function, select “Adobe Illustrator .ai” format and the “Convert Type to Curves” option [placed/imported images do not convert; include as separate files and not embedded])

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 email. Multiple files should be compressed in either .zip or .sit format. File size limitation when sent via E-mail is 10MB. Artwork can also be transferred directly to us via our online art transfer system.

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.

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

Proofs

E-mail/Fax Proof

If requested, a black-and-white proof will be sent free of charge.

- Add 2 business days

Product Proof

A product proof is an actual, printed product done prior to a full production run of an order.

- \$40(g), plus product cost
- Standard production times apply

Speculative Sample

A speculative sample is an actual, printed product, often done as a presentation piece prior to the placement of an order.

- \$40(g), plus product cost
- Standard production times apply

Virtual Spec Samples

A virtual spec sample is a low-resolution (72 dpi) jpeg graphic showing the standard imprint area. These are useful for PowerPoint presentations, e-mailing and websites. Log in at Norwood.com to create your own virtual spec samples instantly! If an order results from the virtual spec sample, please make sure to send the original vector art referencing your new purchase order and a copy of the virtual spec that was created for you.

Random Sample

Sample of product with random imprint

- Memo billed for samples over \$10(x) at the end quantity price
- Samples must be returned within 30 days
- Invoice will be credited less freight when samples are returned

Services

Copy Change

Copy changes are \$30(g) per change and are available for all items; catalog minimums apply. Logo, location and imprint colors must remain the same.

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.

PMS Color Matching

PMS Color Matching is available for \$30(g). Specify Pantone color (specify coated or uncoated), or if sending a color swatch, we will match it as closely as possible. PMS match is not available on colorfill or hot stamped items. 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.

Cancellations

Factory approved cancellations must be submitted in writing. The charge is \$31.25(g), plus all costs incurred before the cancellation request is received at the factory. Cancellations are not allowed for orders in production. Factory reserves the right to cancel any order without activity after 90 days.

Less Than Minimum Charge

There are no minimum quantity restrictions! A \$75(g) less than minimum charge applies except for Image 3 Crystal products, where a \$190(g) charge applies.

Exact Re-Orders

Artwork is kept on file for 24 months. Exact re-orders within 24 months have no set-up or art charge. Please include the original order number with your order.

Blank Merchandise

There is no set-up charge for blank merchandise; use the end column price. Production time is 2 business days.

Combined Pricing

Orders with multiple items are eligible for combination pricing, up to a maximum or end quantity pricing.

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.

DEEP ETCH

Personalization Fee: \$7.50(g), up to 2 lines per piece; 25% discount if sent electronically

Run Charge: \$8.00(g) per piece when a second area or base requires a deep etch

LASER ETCH

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

Run Charge: \$3(g) per line, per piece when a second area, base or plate requires a laser etch

SCREEN PRINT

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

Run Charge: \$1.50(g) per color, per piece when a second area or plate requires a screen print

COLORFILL

Run Charge: \$7(g) per area, per piece

ADDITIONAL COLORS

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

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)



BPLZ (Large Silver Plate)



BPS (Small Brass Plate)



BPSZ (Small Silver Plate)

Size: 3-1/2"w x 1-3/16"h
Laser Engrave or Screen Print: 3-1/4"w x 1"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

Size: 2-1/4"w x 5/8"h
Laser Engrave or Screen Print: 2"w x 7/16"h
Plate Charge: \$3.75(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

CUSTOM CRAFTED, SCREEN PRINT & LASER-ENGRAVED MEDALLIONS



QC Medallion

Actual Size: 1-7/16" dia.

Custom-Crafted Imprint Size: 1-1/4" dia.

Screen Print 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 Print 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 Print 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"h

Screen Print 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 Print 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.

LEATHER IMPRINT

Run Charge: \$0.50(g) per piece when required as a second imprint



Leather Deboss and Foil Stamp Imprint On Coasters

Imprint Area: Round coasters 3" dia.

Square Coasters: 3-1/8"w x 3-1/8"h

Shipping

F.O.B.

Contact factory or visit Norwood.com for specific product F.O.B. information.

Rush Services

See page 184 for FREE 24-Hour Service Items and ordering instructions.

Orders requiring quicker than published lead times may be feasible. Factory authorization is required on all rush orders and a 20% surcharge applies to the product price.

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(x) per order, per ship to location when selecting an alternative ship method to 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.

Drop Shipments

Shipments to multiple locations, all occurring at the same time, are free of charge. Freight charges apply. 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 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; otherwise, the consignee will be billed.

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

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

Standard Carrier

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

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.

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.

Packaging

We have selected 5 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.



Terms and Conditions

Return Policy

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

Representations and Warranties

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 SHOWN IN THIS CATALOG WERE DESIGNED BY NORWOOD AND ARE NOT INTENDED TO IMPLY A THIRD PARTY CERTIFICATION.

Catalog Price Increases

As we finalized pricing for 2010, 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 the 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.

Intellectual Property

NORWOOD, the NORWOOD logo, NORWOOD.COM, AIR-TEX, AUTO CUP, ANCHOR DESIGN, BALM ARGENTA, BANDAGE DISPENSER DESIGN, BARLOW, BUDGET BEATER, BUDGET TRAVELER, COASTER WEIGHT, COLORIFIC, CUBE PAD, ECON-O-LINE, EVOLUCENT, GOINGREEN, GOOD VALUE CALENDARS, HEMISPHERE, iCATALOG, INNOVATION & SERVICE, DELIVERED, JAFFA, KOOZIE, LOGO-DOME, MEASUREVIEW, MOOD METERS, MYNORWOOD, NORWOOD EDGE, PACESETTER, PILLOWLINE, RCC KOOZIE, SAFETY SEARCH, SALM, SENTRY SAFETY, SigN WAVE,