



# GENERAL INFORMATION TERMS AND CONDITIONS

**WBT**  
INDUSTRIES

**ART REQUIREMENTS:** Art must be Macintosh compatible

**PROGRAMS:** Adobe CS3 or lower, or Quark Express

**SUPPORTED FILE TYPES:** .ai, .esp, .psd, .tif, .pdf; images must be saved to size and at 300 dpi. Please be sure to include any fonts that have not been converted to outline, as well as any logo art. Please provide all images that have been placed in Illustrator or Photoshop files, along with the native file itself.

**EMAIL ARTWORK:** Most file formats will require compression. This compression should be done with StuffIt or WinZip. yousendit.com is another option for the transmission of large art files. Art should be sent to: [artdept@wbindustries.com](mailto:artdept@wbindustries.com)  
**NO LASER PRINTOUTS OR JPG FILES WILL BE ACCEPTED AS USABLE ART.**

**ARTWORK CHARGES:** All pricing is based on art supplied in digital format. If artwork is supplied in an unusable format, or requires additional alterations, production time will be billed at \$100 (V) per hour with a .5 hour minimum. Art scans = \$85 (V) per high-res scan, up to 8.5" x 11" Call for larger sizes.

**PROOFS:** PDF proofs are provided at no cost. Matchprints and/or pre-production proofs are \$150 (V) each.

**SET-UP CHARGES:** Set-up charges are \$75.00 (V) for 4/C art, and \$30.00 (V) per PMS color or spot color.

**LESS THAN MINIMUM CHARGE:** A Less Than Minimum Charge of \$100.00 (V) will apply to all orders of less than 500 pieces.

**RUN CHARGES:** An extra 5th color or varnish hit will be an additional \$0.10 (V) per color.

**SPECIAL INK CHARGE:** If your job requires a special ink (fluorescent, metallic, etc.) a Special Ink Charge of \$75.00 (V) will apply.

**COLOR MATCHING:** Lamination may slightly alter color(s). Standard Pantone (PMS) Colors are used for some printing and all silkscreening jobs. For proper color matches on a 4-Color Process job, a Matchprint (\$150, V) is required. If we are matching to a digital proof, we will match to color as closely and as reasonably as possible.

**DIE CHARGES:** We have many standard dies on hand; however, pricing for shapes and sizes requiring custom dies will be quoted on a per job basis. Please contact Customer Service for details and pricing.

**PRODUCTION TIME:** Standard production time is 4-5 working days from proof approval for most orders. Please contact Customer Service if your needs differ.

**RUSH CHARGES:** NO RUSH CHARGES ON MOST JOBS! The only time we'll ever charge a rush is to meet a large quantity order in an extremely small amount of time, thereby requiring multiple shifts. Please talk to your Customer Service rep for details on this type of service.

**OVERS/UNDERS:** Over/Under runs of 5% - 10% are standard. If exact quantities are required, please indicate this as such on all purchase orders.

**SHIPPING:** All orders will ship UPS Ground unless otherwise stated on purchase order. Drop shipments are available for \$10.00 each (V). Freight costs for large orders are also available by custom quotation – please contact Customer Service for more information.

**PACKAGING:** All orders are bulk packed unless otherwise requested. Custom bagging, shrink-wrap, polybagging, blister packaging, skin packing, RF sealing, vacuum form, heat sealing, and custom package design is available. Please contact Customer Service for details.

**TERMS:** All first time orders require a 50% deposit with the balance COD or prepaid before shipment is made. All customers must complete a credit application to be considered for an open account. Upon credit approval terms are Net 30. We also accept all major credit cards.

**CANCELLATION TIME:** Accepted orders are subject to a cancellation fee. Customer will be required to pay for any and all work completed at time of cancellation.

**RETURNED MERCHANDISE:** All return claims must be submitted in writing within 5 working days after receipt of goods. No returns will be accepted without prior written authorization.

**800-367-4332**

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[www.wbtindustries.com](http://www.wbtindustries.com)