

Your Packaging Source: Important Information

Electronic Artwork: Our Prepress department archives all electronic files for a 2-year period. Electronic art files should be 300 dpi (dots per inch) or higher. Any disk manipulation will be charged at \$158 list (R) per hour. When submitting electronic artwork refer to the Preflight Checklist.

Changes or Cancellations: Changes to orders in process may require additional charges or restocking fees. You will be billed for actual work performed on orders cancelled while in process. Minimum cancellation charge of \$60 list (R) applies. Custom stocks or materials are not returnable and will incur full materials charge, or at least an additional restocking charge if returnable.

Coating – Film Lamination: Film lamination is the most durable of all coatings and yields a superior product when compared with press coatings like aqueous, varnish or UV. Matte finish may show scuffing regardless of the commercial names used by the suppliers.

Credit Terms: All orders subject to credit approval. Our standard terms are net 30 days from date of invoice after credit approval. A service charge of 1.5% of the unpaid balance starts to accrue after 30 days for outstanding invoices. In addition, if we must use legal services or suit to collect, collection fees & charges may be added to the original amount due us.

Custom Orders: Custom is what we do! We are happy to produce custom products for you. Please contact us via phone or email to discuss your project and to get pricing. Just email us at Info@YourPackagingSource.com.

Damaged Goods: In case of damage or loss, make a notation on the bill of lading or delivery receipt. Cartons may be opened for inspection, but the damaged product and containers should not be disposed. A claim must be filed with the carrier within 10 days after receipt of product. Please note: All product lines that are converted with glue adhesives are only warranted when the product is kept within a temperature between 35 degrees and 100 degrees Fahrenheit. This especially applies to warehouse storage. Extreme hot or cold temperatures will cause glue adhesives to deteriorate and fail.

Dealer Self-Promotion: Please contact us for details regarding discounts available on dealer self-promotion via email at Info@YourPackagingSource.com.

Delinquent Accounts: If your account becomes delinquent, all orders will be placed on hold until payment in full is received. Delinquent accounts are reviewed and credit privileges may be decreased or revoked from those who repeatedly extend their payment beyond our terms of net 30 days. We reserve the right to grant or deny credit.

Errors: If you receive an order that is incorrect, please contact us immediately via email: Quality@YourPackagingSource.com. Claims must be made within 30 days of receipt.

Estimates: Pricing for standard products is available via catalog (printed or PDF) and online at www.YourPackagingSource.com. Custom estimates provided upon request. Estimates are subject to receipt and approval of final art and specifications.

Final Folding: Your order will be shipped final folded unless otherwise specified at the time your order is placed. Paperboard Boxes are priced standard to fold, glue, and ship flat. Corrugated Boxes are priced to ship flat and assemble without glue or tape. For select styles, which require an additional charge for final folding (as noted throughout the catalog), your order will ship flat unless quoted and specified as final folded at the time your order is placed.

Invoices and Samples: Samples are not automatic. Please include any required samples in your total order quantity at time of order. If ordering through our website, there is a mechanism for split-shipping that allows you to designate a portion of your order to ship to a different location (as samples often do). Your invoice will be mailed, emailed, and/or available online promptly after your job completes.

Overruns and Underruns: All items are subject to overs / unders of up to 10%, and will be billed on a pro rata basis without prior notification. Add 5% for exact quantity. Due to the number of production processes in the manufacture of your order, it is not possible to determine the exact quantity we will ship.

Packaging: Standard packaging for most products consists of external corrugated boxes with product bulk boxed. Boxes are usually skid-packed flat unless they are small enough to fit in a standard carton. Shrink-wrapping is available for select products at an additional cost. Special packaging requests are subject to additional costs.

Printing Processes & Ink Colors: We print using both digital and offset presses. In general, smaller quantities are printed digitally and other quantities

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are printed offset. Both printing methods yield brilliant full-color results. We reserve the right to use either printing process to create your project. If you require a certain printing process please contact us to confirm pricing. Our digital presses are 4cp; they cannot print 5th colors or exact PMS colors (PMS 'bridge' colors can be achieved and might result in additional press charges if required). For offset printed project, standard PMS colors are available at no additional charge. A color match is \$98 list (R). Ink colors lighter than the stock color are not recommended due to the translucent nature of offset inks.

Printing – Ink Coverage & Bleeds: Pricing assumes line copy ink coverage with solids not to exceed 35% coverage. Solid/Heavy Ink Coverage (more than 35% coverage) results in additional charges that can be calculated from our price lists. Please call for a quote on jobs with flood coverage. Flood coverage includes any job that requires a second print station of ink.

Printing – Four Color Process: Four color process prices include four process ink colors and a PDF proof. Please note: When process work involves an overall background color, which is produced using a combination screen, the results achieved for adjacent four-color process images may be affected. Best results are achieved by printing a separate spot color with a combination screen. Such orders involve additional costs. Please contact us for a cost estimate.

Production Time: Average production times vary; please check production information for each style. Items requiring special estimates vary in production time. Normal production days are business days excluding holidays & weekends.

Promotion Rights: We reserve the right to use all the products we produce in our advertising unless you specify otherwise, in writing, at the time you place your order.

Proofing Options: If a proof is required, your first PDF proof is free. Hard copy contract proofs are available at additional charge. Allow 2-3 working days for manufacturer to send and receive a proof. Color proofs need to be returned. Any alterations in the copy made when the proof is returned, that were not in the original copy, will be billed as customer alterations. Normal production time begins after our receipt or approved proof.

Prototypes and No Minimum Quantity: Most of our products are available at no minimum quantity; as such you can purchase 1 at any time to evaluate

construction and/or see graphics and lamination. Note that small quantities are printed digitally while other quantity orders are printed offset, so small quantity orders should not be considered an alternative to a contract proof. We also offer unprinted gloss laminated Prototypes of all of our products. Prototypes are a cost effective way to preview and test the construction of a custom design before a project is produced. Prototypes are produced on blank white paper at the appropriate basis weight for the piece being constructed. Visit our website for all pricing of small quantities (including just 1) and for pricing of unprinted unlaminated Prototypes.

Purchase Orders and Order Forms: Orders can be placed via our website, or via the traditional method. Website order offer various forms of payment. Orders and reorders placed via the traditional method must be accompanied by a purchase order or an order form. We cannot process any traditional orders without written authorization.

Quantities: Most styles in the catalog are priced on quantities from 1 through 10,000. Additional quantity price breaks may be available online. We regularly produce large quantity orders and are committed to meeting your product needs and schedule requirements. Please contact us for pricing of projects over 10,000.

Rush Orders: Many times we ship jobs early, however, if you need to guarantee early shipment, extra charges may apply. Expedited methods of shipping are additional and must be requested.

Sales Samples: We carry a wide variety of product style, paper stock and image process samples and will gladly send them via ground shipping at no additional charge. We are also happy to ship overnight using your shipper number.

Shipping Information: Standard practice for all orders is to show as Shipper the company name & address from the order's Billing Information. There is an option at Checkout to input alternate information to show as Shipper. All prices are FOB Buffalo, NY. Unless otherwise specified, we normally ship ground inside the continental USA. If more economical on large shipments, motor freight will be used. If air shipment is desired, please let us know. If inside delivery (i.e. department, suite, floor) is required, please specify on your order. Additional charges apply for inside delivery or when lift gates are required.

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Split Shipping Charges: \$30 list (R) per additional location in excess of two shipping destinations.

Typesetting: Our Prepress Department has a library of Adobe® Type Fonts. When sending your typewritten copy, please specify which Adobe Font you would like to print on your order. If you do not specify a font, additional charges will be incurred. You will also want to provide a complete product layout at the time you send in your order.

Elements on a Disk to be Sent Should Include:

- Native page layout files (InDesign or Quark)
- All Links (photos, logos, etc.) Do not forget embedded art files
- Screen and printer fonts. Be sure to check all art files for fonts needed
- If files are submitted via email or FTP, please send along a PDF file to be used as a hard copy

Software Applications Supported (Mac or PC):

- Adobe® InDesign
- QuarkXpress
- Adobe® Illustrator
- Adobe® Photoshop
- Adobe® Acrobat (High Resolution PDF)

Page Layout Issues:

- Page size should be defined as final trim size
- All bleeds should be at least 0.125"
- Page/panel sizes should be correct for the style of folder, or see folder style illustration or dieline
- Manufacturer will provide all necessary trapping

Type/Font Issues:

- Avoid style options or buttons (choose a font from the font menu)
- Avoid specifying a rule weight of hairline (define it as a .25 point rule)

Color Issues:

- Define color names exactly the same between graphics software and page layout programs
- Define all colors appropriately and consistently as spot or CMYK in both graphics and page layout programs (CV, CVC, CVU)
- When printing a large solid black area in four-color process, add 30% magenta, 30% yellow and 60% cyan to the black solid (Rich Black-30m30y60c100k)

Image Considerations:

- Avoid placing PICT files. Convert them to EPS or TIFF format
- Convert all image files from RGB to CMYK

- Ensure that scan resolutions are 300 dpi for images and 1200 dpi for scanned line work. Foil stamp and emboss orders require a minimum of 600 DPI
- Place all scans at 100% size or smaller (enlargements may compromise quality)
- Avoid saving screening information or transfer functions with Photoshop images
- Clipping paths created in Photoshop need to be one full pixel into the image

Acceptable Media:

- DVD
- CD

Methods for Electronic File Transfer:

The instructions below will guide you through the file transfer process to ensure your jobs are processed as quickly as possible.

Upload through our FTP Portal (recommended):

<https://artupload.exavault.com>

Username: artguest
Password: packsource

Access the FTP site using the address above and use the online interface to upload your files. Locate the files you would like to upload by clicking the Browse button. Make sure to compress/stuff/zip files before uploading.

Important: Include your order # in the file name!

Please email us at Files@YourPackagingSource.com immediately after uploading and reference your order #, file name, and your Customer Service Representative's name to prevent delays and ensure the fastest turn time.

Additional Methods for Electronic File Transfer:

Sending through Email- for file sizes under 5 mb:
Make sure to compress/stuff/zip files before sending.

Email files to Files@YourPackagingSource.com

Please be sure to include your order #, job name and your Customer Service Representative's name in the subject line to prevent delays and ensure the fastest turn time.