

ARTWORK INFORMATION

- When supplied artwork does not meet factory's requirements or clean-up, revisions and changes to artwork are requested, an art charge of \$45 (G) will apply. **Add one additional day of production time.**
- Artwork should be submitted in CMYK format. PMS matching is not available.**
- Hard Copy for Verification:** No matter what the format or transfer method, artwork should always be submitted with either a hard copy for verification or the electronic equivalent. Properly prepared PDF files or JPG files are often suitable as verification.
- Size of Artwork:** Indicate if supplied artwork is "to size." If not to size, indicated at what percentage it should be used or what the finished size should be (i.e. make 1¼" wide). Factory will enlarge or reduce artwork at no charge. When maximum imprint area is requested, or when percentage is not specified, factory will use its best judgement to achieve an attractive imprint and may reduce or enlarge artwork.
- Layout:** If layout is not supplied, factory will use its best judgement.
- Personalization:** Not available.
- Preferred programs:** Adobe Illustrator.
Acceptable Programs: Adobe Photoshop, Corel Draw.
- Preferred Formats:**
 - Vector Artwork Files (EPS):** Must be saved in the Postscript Format and contain no Postscript errors. All design elements in the file should be 1 point or greater. Failure to do so may compromise the final imprint quality. If the vector file contains any linked (placed) raster images, these images must meet the minimum requirement for resolution when rendered at 100% actual imprint size and must be submitted with the original vector file.
 - Acrobat Files (PDF):** PDF files created from vector files must retain the editing capabilities of the program that was used to create them (e.g. Illustrator or Freehand). PDF files that contain raster elements must meet the minimum requirements for raster art files as outlined below. PDF files that contain vector elements must meet the minimum requirements for vector art files as indicated above. PDF files created from page layout documents should be submitted together with the source documents, fonts and all supporting files.
- Acceptable Formats:**
 - Raster Artwork Files (TIFF or JPEG):** All raster elements and art files must be sized to 100% or larger than the actual imprint size. All Raster images must meet or exceed 300 dpi (minimum resolution) and must be submitted in the proper color space (CMYK).
- Font Information:** Convert text to paths, curves or outlines (text that becomes an object and can no longer be edited as text.) If this is not possible, send in PC compatible screen and printer fonts used only for the job submitted. The smallest font size that can be clearly reproduced is 8 pt.

PROOFS

- Art Proofs:** Proofs are sent only when requested on the purchase order. Proofs will be sent within 48 hours upon receipt of the complete order and usable artwork. Order will remain on HOLD until receipt of the complete order including proof approval.
- Pre-Production Proofs:** Proofs are sent only when requested on the purchase order. Order will remain on HOLD until receipt of the complete order including pre-production proof approval. Pre-Production Proofs will be billed at purchased quantity price.

GIFT CARDS

Gift cards are available. Please see samples below.

- Same message on all cards:** \$4.00 (C) per card.
- Various messages on cards:** \$8.00 (C) per card.
- Size of cards:** Cards measure 4¼" x 2¾" (folded).
- Logos on cards:** Black & white logos can be included on the gift card at no charge. The logo will be placed toward the bottom of the card, after your message.
- Enclosure of customer supplied gift card:** No charge if all cards are the same and are provided with order. If cards must be matched to individual recipients; or if only certain packages get cards, the charge is \$2.50 (G) per card. If cards must be enclosed in provided envelopes, the charge is 75¢ (G) each. Please include 5 extra cards per order. If enough cards are not provided for your order, Maple Ridge Farms will provide our stock card at \$4.00 (C) per card.



INDIVIDUAL DROP SHIPMENT

For extra convenience, your gifts can be drop shipped individually to each recipient within the United States. **These charges are in addition to UPS or Fed Ex residential charges.** The cost for this service is \$4.00 (G) per carton plus shipping charges for shipments via UPS & Fed Ex; \$6.00 (G) for shipments via other carriers. **All individual drop shipments to Canada will be shipped via US Mail.** When supplied list does not match the quantity on the purchase order, factory will adjust order to match the quantity on the shipping list.

ADDRESSES

Please provide street addresses and verify all addresses for their accuracy. **UPS and Federal Express will not deliver to PO Boxes and will not accept addresses with incorrect zip codes.** While we are pleased to guarantee our products, we cannot guarantee products lost, spoiled or returned because of inaccurate or incomplete shipping addresses.

CORRECT FORMAT FOR ELECTRONIC LISTS

Please read carefully before preparing mailing list.

- Visit <http://www.mrfcatalog.com/shippinglist/shiplist.cfm> to download a preformatted spreadsheet.
- Only one shipping list accepted per order.
- All hidden rows/columns must be removed from the spreadsheet for factory to process. Lists that are not formatted correctly will be returned and considered not complete.
- Lists containing more than one recipient per address location will be considered and prepared as Individual Drop Shipments at \$4.00 (G) per carton plus shipping charges.**
- All addresses must be submitted in a single worksheet, document or file.
- We will accept MS Excel or MS Word in PC format.
- Excel files must use the exact field names shown below. The cells must be formatted as text. MS Word files must have the list in a table with the first row containing the field name for the column from the list below.
- Comma and tab delimited files must have a header row with the field names from below.
- When supplied list does not match the quantity on the purchase order, factory will adjust order to match the quantity on the shipping list.

Below is an example of a list in MS Excel format.
Top row indicates maximum field size.

29	30	30	30	25	2	10	20	7
Name	Company	Address1	Address2	City	State	Zip	Item	Qty
John Smith	ABC Co.	2nd Floor	123 4th St.	Milwaukee	WI	54455	K102	1
Sales Dept	A+ Sales	1 Easy St		Beverly Hills	CA	90210	GN121	2
	XYK Inc.	Our Bldg.	9 Main St	Memphis	TN	38118	K102	1

Either Name or Company may be blank, but not both. Address 2 may be blank. If the item is not the same for all addresses, the "Item" field must include the Maple Ridge Farms item number. If the quantity per address varies, the "Quantity" field must include the number of units for that address.

CHANGES TO ORDERS

- Changes to orders already in production will result in delayed shipment. The charge for changing an order that is in production is \$30 (Z) plus the cost of any work that must be redone. This includes changes in quantity, ship method, ship date, address, item or imprint. No changes to orders can be made within 48 hours of shipment.
- Additions to orders already in production are handled in the following manner:
 - A new purchase order is required.
 - If the addition is less than one-half the catalog minimum, the following Less than Minimum Charge applies: \$25 (A) for imprinted orders; \$10 (A) for unimprinted orders.
 - The addition will be produced based upon factory's normal production schedule.
 - Price per unit will be determined by the quantity of the original order.

100% SATISFACTION GUARANTEE

If you or your recipients are not completely satisfied with any item, return it to us within 5 days and we will cheerfully replace it, issue a credit, or refund your payment, whichever you prefer. **Prior to returning any item, contact factory for return authorization number.**

