

GENERAL INFORMATION & CUSTOMIZATION INFORMATION

CRYSTAL & GLASS AWARDS

CUSTOMIZATION METHOD IS PREMIUM DEEP ETCH SAND ETCHING

SETUP & RUN CHARGES PRICING (v)

SETUP NEW ORDERS:
Primary/First AreaNO CHARGE
Optional Second Location..... \$37.50

RE-ORDER SETUP:
Primary/First AreaNO CHARGE
Optional Second Location..... \$37.50

RUN CHARGES / PERSONALIZATION:
Primary/First AreaNO CHARGE
Optional Second Location per unit....\$12.65

COLOR-FILL OPTION:
Per color / per item / per location.....\$12.65

ADDITIONAL INFORMATION & OPTIONS PRICING (v)

- Black/white paper proof
 - 1st proof N/C
 - 2nd proof..... \$6.25
 - 3rd proof or more.....\$12.50
- Email paper proof..... N/C

Note: After distributor approval of proof, any errors or changes missed on the artwork proof are the responsibility of the distributor/customer.

LEAD TIME FOR SAND ETCHING

- All production begins after paper art is approved.
Eight (8) working days from signed paper art approval.
- **Rush orders can be processed with the following upcharges:
 - 3-4 days: add 10.0% of order charges. \$25.00 (v) minimum.
 - 5-7 days: add 5% of order charges. \$20.00 (v) minimum.

***Must contact customer service for available lead times.*

SPECIAL SERVICES PRICING (v)

- Message insertion into box.....\$1.65
- Apply customer provided SKU label to box.....\$1.65

RANDOM SAMPLES

50% off EQP. Samples are not returnable.

CANCELLATION POLICY

All customized orders in production after signed paper approval are subject to a cancellation fee of \$75.00 (v), plus the value of any products imprinted.

RETURN POLICY

Howard Miller only accepts returns of blank product. Speculative samples and customized product cannot be returned.

Authorization from Howard Miller's Customer Service Department is required on all returns. A 15 percent restocking fee based on the purchase price of the items will apply, plus all freight expenses.

Authorized item(s) must be returned in original packaging. All items for return must match the product listed on the Return Goods Authorization. After 90 days, no returns allowed.

PRODUCT QUALITY AND SIZE VARIATION

All products are hand-crafted and meet the Howard Miller standard of quality and excellence.

- Sizes and weights shown for each model are not exact and piece to piece variation will occur. Product weights shown in the catalog include the presentation box.
- Minor variations including flow lines, chill marks, bubbles and other small imperfections are a natural part of the crystal glass manufacturing process and are not considered defects.

Sand etching will have variations in texture and are not defects.

TRADEMARK NOTICE

Howard Miller assumes that clients are authorized to use trademarks submitted for reproduction. Howard Miller assumes no liability in trademark or copyright disputes. Logos, designs, and trademarks illustrated on items throughout this catalog have been reproduced as examples of the types of customization processes available. They are not presented for resale and are not intended as product or brand name endorsements by or for the trademark owners. Howard Miller reserves the right to approve all orders.

FREIGHT AND HANDLING POLICY

Terms are F.O.B. factory. A handling fee of \$6.25 (v) applies to all orders less than \$125.00 (v) per destination (samples excluded).

DIGITAL ARTWORK REQUIREMENTS

- **Submit artwork to: smart@howardmiller.com**
- Note: Digital artwork is archived for 13 months and will not be returned unless requested on the Purchase Order.
- Vector artwork is necessary to provide the highest level of production. Please save as an .eps, .ai or correctly prepared PDF file. If submitting file in Adobe Illustrator, submit file in version CS6 or lower (save as .eps file).
- All fonts must be outlined (Adobe Illustrator), or converted to curves (CorelDraw). Note: if the order requires variable text (i.e. personalizations), the font may be required to be submitted with the artwork.
- If vector art is not available, high-resolution (300 dpi or higher), black-and-white bitmap artwork is sometimes acceptable. Low resolution artwork will not be accepted.
- Unsupported art file formats: QuarkXpress, Pagemaker, InDesign, and Freehand files.
- NOTE: Microsoft Office programs (Microsoft Word, Microsoft Power Point, Excel, etc.) are not graphics programs and will not be recognized through art acceptance process.
- Howard Miller reserves the right to determine what is production-ready artwork. Faxed copies, letterhead, and business cards are NOT considered production-ready.
- Digital artwork modifications will be charged at \$100.00 (v) per hour, with a \$60.00 (v) minimum charge.
- Lists of names/personalization for all methods of customization should be provided via text based file types like .txt, .doc, .xls, .pdf or in the body of an email. The text must be able to be copied and pasted from the name list.

- Typeset text requests will incur an artwork charge unless submitted digitally.
- Halftone or gradient details in artwork must be converted to black and white line art to avoid additional charges.

NOTE: JPEG formats are not acceptable artwork.

TYPEFACE / FONT SIZE RECOMMENDATIONS:

Bold and simple sans serif fonts are recommended for sand etching. Minimum recommended font sizes:

SAN SERIF — Common examples (10 - 12 pt. or larger):

Arial, Lucida Sans, Verdana, Tahoma, Candara

SERIF — Common examples (14 - 16 pt. or larger):

Times New Roman, Century, Garamond

Script — Common examples (18 pt. or larger):

Lucida Calligraphy, Monotype Corsiva

NOTE: Due to the small size of registration R marks (®) and trademarks (™), the fonts need to be enlarged to a minimum size of 10 pt or eliminated altogether. Most customers eliminate the markings for crystal awards. To avoid an art charge, please ensure the customer artwork complies with this requirement.

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CUSTOMIZATION INFORMATION: CRYSTAL AWARDS — COLOR-FILL OPTIONS



YELLOW



ORANGE



RED



PINK



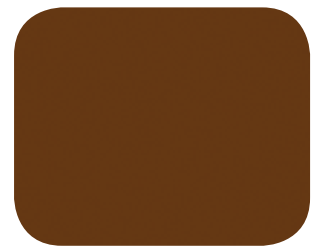
MEDIUM BLUE



DARK BLUE



GREEN



BROWN



GOLD



BRONZE



SILVER



BLACK



WHITE

**CUSTOM COLOR-FILL
OPTIONS ARE ALSO
AVAILABLE.**

Cost for Colorfill: per color / per item / per location: \$12.65 (v)

Note: We do not guarantee PMS color matching