

TERMS, CONDITIONS & GENERAL INFORMATION

HOW TO ORDER

By Phone - Call (800) 331-4836 and ask for Customer Service. Our representatives are available from 8:00 am to 5:00 pm Pacific Standard Time. After hours and on weekends call and record your message. If requested, your call will be returned promptly by the next business day.

By Mail or Fax - Address all orders to Kar Kare, 3910 Prospect Ave Ste G, Yorba Linda, CA 92886 or FAX (714) 898-9336.

MINIMUM ORDER - Our minimum order is \$40.00. Frequently, just one more needed item added to your order will help satisfy minimum order requirements.

PRICES - Due to fluctuation in material and labor costs, all published prices are subject to change without notice. Call Customer Service at (800) 331-4836 for current information. Catalog prices do not reflect shipping charges, which will be added to your invoice. Foreign customers must pay in U.S. Dollars.

SPLIT SHIPMENT - There will be an additional \$5.00 (net) charge for each destination.

F.O.B. POINT - All shipments are F.O.B. our warehouse in California. We are not responsible for orders lost or damaged in transit.

PAYMENT - Kar Kare offers three convenient payment options.

1) **VISA, MASTERCARD, AMERICAN EXPRESS & DISCOVER**

2) **OPEN ACCOUNT** - A completed approved credit application is required to establish credit limit. Please allow 2-3 weeks to process your application. After approval are terms are Net 10 Days.

OVER RUNS or UNDER RUNS - Every effort is made to ship the exact quantity you order. However, we reserve the right to ship and charge for up to 10% under or over your requested quantity.

PRODUCTION TIME - Production time does not begin until signed proofs are approved and received by Kar Kare.

**On Orders of \$100.00 or more excludes tax and freight *
not valid with any other offers use code *JMBC1YR**

CHANGES OR CANCELLATIONS - There will be no charge if order change or cancellation is received before work on art has begun. If received after artwork is completed, but before production has begun, a minimum of \$50 will be billed. An order cannot be cancelled if it has been produced.

DEPOSITS - We require 50% deposit on all custom imprinted orders and balance of payment due at time of shipping. For all non-stock orders, 100% payment is required at time of order.

RETURNS - Kar Kare guarantees 100% satisfaction. Before returning any merchandise, please call customer service at (800) 331-4836 for return instructions. We will replace the product, issue a credit or offer a refund. Returns will not be accepted after 30 days. Returns are subject to a 15% restocking charge.

FLUORESCENT COLORS - Fluorescent colors will fade are not guaranteed.

METALLIC INKS - A clear coat is recommended for metallic gold and metallic silver. Price as one additional color.

PROOFS

BLACK & WHITE PROOFS - Up to 2 black and white proofs will be furnished per order at no charge. A \$50 art charge will be added to your order for each additional proof request. Production time will not begin until the proof is approved.

COLOR PROOFS - \$15 each. Production time will not begin until the proof is approved.

PROOFS THAT DO NOT BECOME ORDERS - \$50 Charge for any proof that does not become an order within 30 days.

ACCEPTABLE ARTWORK

LAYOUT - Please provide a detailed layout indicating imprint location, orientation, copy positioning, typeface, typestyle (caps, bold, italics, type size, etc.)

CAMERA READY ART - We require black and white original, printed at a minimum of 600 dpi, that has crisp, sharp edges and needs no further touch up. We cannot use pre-screened/ pre-tinted artwork or halftones or photo copies.

EMAIL REQUIREMENTS - Digital art can be sent to LoriH@karkare.com. You should include company name, phone number, fax number and email address.

We are PC based and can accept Adobe Illustrator, Adobe Photoshop, Adobe PageMaker, Adobe Acrobat and MS Word type files. These formats include eps, ai, jpg, bmp, tiff, pdf and psd. Resolution should be 600 dpi. Prefer Vector Artwork.