

## GENERAL INFORMATION

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## FREIGHT AND HANDLING POLICY

Terms are F.O.B. factory. A handling fee of \$5.00 (V) applies to all orders less than \$125.00 (V) per destination (samples excluded).

## CANCELLATION POLICY

All customized orders in production after signed paper approval are subject to a cancellation fee of \$50.00 (V), plus the value of any products imprinted.

## RETURN POLICY

Howard Miller only accepts returns of blank product or random samples. 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. The 15 percent restocking fee does not apply to blank or random samples.

Authorized item(s) must be returned in original packaging. All items for return must match the product listed on the Return Goods Authorization.

## SAMPLE POLICY

Blank samples are invoiced at the end column price. Speculative samples are invoiced at the standard item price, plus applicable set-up and run charges. Random samples are invoiced at end column price. Specific examples of customization cannot be guaranteed from random sample inventory.

## SPECIAL SERVICES

ALL PRICES ARE (V)

- Gift Wrapping—Tabletop Clocks: .....Call for Quote
- Blank Plate (up to 1" x 3") .....\$1.30
- Individual Mailers .....\$1.90
- Insert clocks into individual mailers .....\$ .63
- Label application to box .....\$ .63
- Message insertion into clock/box .....\$ .63
- Plate attachment charge.....\$ .63

## SELF PROMOTIONS

Self promotion pricing available for tabletop products shown on pages 4–26 and 28–29.

- 25% Off EQP Product Cost
- 25% Off Set-up and Run Charges
- Minimum order of 12 pieces / Maximum order of 200 pieces
- Product must be customized with distributor logo or name to receive self-promotion discount.
- Shipping costs and any extra handling fees are not included in discount.
- One color, one position silkscreen or laser etch only.

## DIGITAL ARTWORK REQUIREMENTS

- Submit artwork to: [smart@howardmiller.com](mailto:smart@howardmiller.com)  
Note: Digital artwork is archived for 13 months and will not be returned unless requested on the Purchase Order.
- High-resolution (300 dpi or higher), black-and-white (not grayscale) artwork is required.
- Color separations are required where applicable.
- Howard Miller reserves the right to determine what is camera-ready artwork. Faxed copies, letterhead, and business cards are NOT considered camera-ready.
- Digital artwork modifications will be charged at \$77.50 (V) per hour, with a \$26.25 (V) minimum.
- Typeset text requests will incur an artwork charge unless submitted digitally.
- All fonts must be converted to curves and outlines.
- Artwork must be PC formatted and should be submitted in one of the following file types:

### FOR SILKSCREEN OR LASER ETCHING

- CorelDraw: Version 9.0 or lower (save as .cdr)
- Adobe Illustrator: Version 10.0 or lower (save as .eps file)

### FOR PLATE ENGRAVING

Submit high-resolution files (300 dpi or higher) as .eps or .tif.  
Note: Adobe Illustrator files (.ai) and CorelDraw (.cdr) files cannot be accepted for plate engraving.

## FONTS

The following fonts are available for plate engraving:

NOTE: IF NO FONT IS SPECIFIED ON THE ORDER, THEN THE "ROMAN 2 LINE" FONT WILL BE USED.

