

GENERAL INFORMATION & CUSTOMIZATION INFORMATION

CRYSTAL AWARDS

GENERAL INFORMATION: CRYSTAL AWARDS

PRODUCT QUALITY AND SIZE VARIATION

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

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.

Sizes shown for each model are not exact and piece to piece variation will occur.

TRADEMARK NOTICE

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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).

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. 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.

CUSTOMIZATION INFORMATION: CRYSTAL AWARDS — DEEP ETCH SAND ETCHING

SETUP & RUN CHARGES

ALL PRICES ARE (V)

SETUP NEW ORDERS:

Primary/First AreaNO CHARGE
Optional Second Location\$25.00

RE-ORDER SETUP:

Primary/First AreaNO CHARGE
Optional Second Location\$7.00

RUN CHARGES / PERSONALIZATION:

Primary/First AreaNO CHARGE
Optional Second Location per unit\$8.00

COLOR-FILL OPTION:

Per color / per unit\$8.00
(see back page for color-fill options)

ADDITIONAL INFORMATION & OPTIONS

ALL PRICES ARE (V)

- Black/white paper proof (1st proof) N/C
- Black/white paper proof (2nd proof).....\$ 6.25
- Black/white paper proof (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.
- Seven (7) working days from signed paper art approval.
- **Rush orders can be processed with the following upcharges:
 - 3-4 days: add 4.0% of order charges.
\$18.00 (V) minimum.
 - 5-6 days: add 2.5% of order charges.
\$15.00 (V) minimum.

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

SPECIAL SERVICES

ALL PRICES ARE (V)

- Message insertion into box\$.80
- Apply customer provided SKU label to box.....\$.80
- Gift wrapping: Call for Quote

<http://specialmarkets.howardmiller.com>

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PROMOTE
AWARD
Celebrate!

CRYSTAL AWARDS

CUSTOMIZATION INFORMATION: CRYSTAL AWARDS – COLOR-FILL OPTIONS



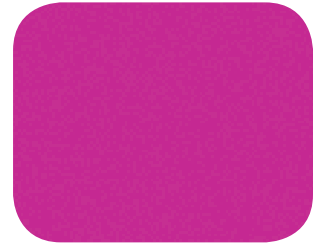
YELLOW



ORANGE



RED



PINK



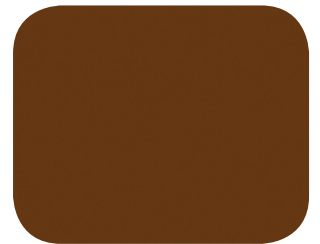
MEDIUM BLUE



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..... \$8.00 (v)

Note: We do not guarantee PMS color matching