

Illustrated Drinkware

The "hip" way to sip!

CATALOG



409 Hardy Avenue
Corsicana, Texas 75110

Phone 1-903-874-2302

Phone 1-800-833-8462

Fax 1-888-671-4417

Customer Service and Orders
email: illustrateddrinkware409@gmail.com

NEW POLICY AND REGULATIONS PLEASE READ THOROUGHLY!

ORDER FORM

When filling out an order form it **MUST** be filled out completely, with all information stated.
Failure to do so will result in a \$5.00 charge

Order must have Name, Address, City/State/Zip, and contact numbers and email. Drop ship information if needed.
You **MUST** put a specific date if needed. Check a shipping selection box. Fill out Quantity, Type of Cup, Ounce Size, Cup Color if applicable, Ink Color and Font.

When submitting an order with your own art by email, the **ORDER MUST HAVE CUSTOM ART FILE ATTACHED** in the email. Be sure to put "Order" in the subject line of your email. Please be sure all orders with art have matching P.O.s or names on both order form and art file.

OVERVIEW OF ORDERING PROCEDURES:

1. Fill out completely
corresponding order form by product choice
2. Double Check Order: spelling, dates, color of product and ink choice. Confirm delivery address information, if to be drop shipped, evaluate choice of normal shipping or expedited. *Please remember P.O. Boxes are not acceptable and may result in a significant delay or total loss of order.
3. Provide proper art and in correct format
4. Place order by email, fax, or mail
5. Wait for timely receipt of Order Proof , if not received in 2 business days please contact office regarding status of your Order.
6. Review and or correct proof, sign and return proof in a timely manner. Keep in mind you are responsible for any and all errors on proof. Once signed it will enter production, so be diligent and check for **SPELLING, PUNCTUATION, or ART ERRORS**. Illustrated Drinkware is not responsible for any errors on a accepted and signed proof.

GENERAL INFORMATION

MUST READ THOROUGHLY!

NORMAL PRODUCTION TIME: Imprinting one color,
one side, or wrap-around.

**Production Time aproximatly 10 business days
from receipt of signed proof. Graduation,**

Sept. -Dec., Holidays may take longer.

Please allow an extra few days during these times

Orders over 5000 call for time estimate.

This includes multiple orders totaling more than 5000.

REPRODUCTION OF LOGOS, TRADEMARKS, OR ART:

Client / Vendor agreement :

Any or All Submitted Copy and Art

presented to Illustrated Drinkware for production are accepted as being in full compliance with federal, State, and Local laws and regulations regarding TRADEMARK, LICENSING, PATENT, and COPYRIGHT, RIGHT OF PROTECTION, OR ANY and all SIMILAR PRODUCT PROTECTION LAWS. ILLUSTRATED DRINKWARE requires that Client / Vendor be expected to, and held liable for keeping all said agreements current, signed and up to date. ILLUSTRATED DRINKWARE assumes NO LIABILITY and will be held harmless from any and ALL CLAIMS resulting from failure to secure reproduction licensing and or Agreement. Illustrated Drinkware will be held harmless from any and all third party claims, The Client / Vendor assumes any and all legal and financial responsibility from any and all action being taken against themselves and or ILLUSTRATED DRINKWARE. Vendor / Client will also assume all legal cost accrued by Illustrated Drinkware in defending against any and all said claims. By submitting an Order as Client / Vendor you are in acknowledgment and responsible for, and are in total compliance with any and all reproduction licensing laws stated or implied in above statement within said agreements. All copy and art submitted to Illustrated Drinkware by Client/Vendor will be accepted as being in full compliance with all applicable laws regarding trademark. licensing, patent, copyright, right of privacy, or similar protection.

PROOFS

Please provide us with a working
E-Mail and/or Fax, it is required
that we send a "Initial Receipt of Order Proof" on every order!
the Initial Receipt proof signifies Illustrated received your order and this is our general
understanding of the information you provided within.

You then have 2 additional proofs to correct any misunderstanding upon our part
or to make any design changes if needed,
for a total of 3 complimentary proofs. After that,
there will be a \$5.00 fee each proof after.

If you have not received your Receipt Proof in a timely matter,
please contact our office by phone to check status and verify receipt.
Illustrated Drinkware is not liable for loss or misdirection of placed orders.
All orders **MUST** be signed off by customers in provided Proof
before an Order can be submitted into production

CATALOG ARTWORK

Prices reflected in this catalog are based on the choices that have been provided within
and are price structured using the fonts, ink colors, and product choices provided.
You may choose from the many stock art designs offered, and customize to fit the occasion.
Illustrated realizes some changes in Catalog art are necessary such as names and dates.
Subtle art variations are also acceptable, as long as said changes are indicated on your order form
when submitted. We realize customers will need to provide their company logo's and or personalized
event designs. We ask that you follow the provided artwork procedures listed below.

PROVIDED ARTWORK

When providing Illustrated Drinkware your customized artwork, you **MUST**
send **Black and White** line art. Anything distorted by copying from the internet
or copier and or the use of Color, Gray, or Shaded images will **NOT** work.

Poor quality art will be printed as provided by customer, or if art is able to be
redone you may opt for an in-house art fee of \$15.00 per hour, with a one hour
minimum.

Please keep in mind, quality art provided results in a faster production time

Art **MUST** be emailed to us as a PDF, CDR, JPG or GIF file at
illustrateddrinkware409@gmail.com.

Remember, art **MUST** be in black and white format.

DO NOT FAX ARTWORK!

**NO Gray-Scale, Color Images, Napkins, Cards, Faxes,
or Scanned Photo Copy.**

(Lines must be thick enough to screen print)

**INCORRECTLY SUPPLIED ARTWORK WILL BE BILLED AT
FACTORY ARTWORK RATES OF \$ 15.00 PER HOUR**

NO EXCEPTIONS!!!!

billed on a time required basis

SMELL ON CUPS

The inks we use must evaporate to dry on our cups. There may be a residual odor from the vapors. If the odor is detectable it is harmless and not a defect. We will not reprint or refund due to odor on cups.

INK COLORS

Please Choose one of complimentary **CUSTOM COLOR INKS**
available on Our Ink color chart.

CLIENT / VENDOR may also provide **ILLUSTRATED** with
pantone color choice, there will be a \$5 fee to create the
PMS color you desire.

All Inks used differ with product,
example: the ink used for Styrofoam is not the same
as ink used for Stadium cups, Pocket Igloos, Napkins, Clear Plastic and Frost Flex.

This is true for each of all our different products. Please be aware
that **PMS** color Matching is a near match system. Color density may vary
plus or minus one color. Also the color results may differ from one
substrate to another. Keep in mind "the background color matters".

Example, red ink on white foam, red ink on black pocket igloo,
clear plastic compared to frost flex. Ink manufactures and ingredients
vary from for one product to another. Be aware of the effect will the ink color
have on the color stadium cup and or the mixing of colored stadium
cups within the same order? Example purple ink on 8 different
color stadium cups will have 8 different effects. Be advised when
ordering different products for the **SAME EVENT** there will be difference
in shade or density. Also please signify on your order form to try and match ink
colors for your multiple orders as close as possible. **PMS** color match system
formulas are designed to print on white or clear products. Illustrated Drinkware
will make every effort to achieve a close as possible match **PMS** to the code
provided. Illustrated Drinkware is not liable and will not be held
responsible for any color variations
on any substrate, "colored or not".

Exact colors are NOT GUARANTEED.

PANTONE COLORS

we will “Near Match” PMS Colors for \$5.00.

www.pantone.com

Click “Find a Pantone Color”

This will take you to a color chart. Be sure at the top left of the color chart under “pantone book” it says “Formula Guide Coated”.

Click on a color to get the PMS “pantone” color number.

Keep in mind colors on computer screens vary and may be darker or lighter than they appear on monitor.

To purchase you own Pantone Color Chart for more accurate colors, you may scroll down the screen after picking any color and purchase a Formula Guide Coated and Uncoated.

We only use the coated guide.

RUSH ORDERS

Keep in mind Normal processing time is apx. 10 business days from receipt of signed proof

RUSH orders are any orders that must SHIP in less than
10 Business DAYS.

There is a 25% rush fee (which is 25% of the total wholesale cost).
be advised Ship time is not included in the 10 business days.

The earliest a rush
order can ship is 24 hours, from date of proof approval.

Rush orders must be received and approved
before noon the day before to ship the next day.

MUST have ALL information and Approval!

ORDERING

Faxed or E-mailed orders ONLY, Processed only on order

FORM 810

SCRATCHES ON CUPS

Scratches on cups are typical and are a normal part
of the production and/or printing process. We do not reprint
or refund for scratches on cups.

PRINTING NAPKINS/ POCKET IGLOOS

Pocket Igloos and Napkins are printed with puff ink. Colors fade to a more pale color due to the heating process which puffs the ink. Light colored inks such as white tend to look the best on most dark colors or deep colors. Puff ink expands, so please keep that in mind when choosing fonts and artwork. Small fine details and close lines will fill in. Crowded words, letters or details can end up looking like unrecognizable blobs.

COLORS MAY VARY!

Remember we are printing in a small space and we want it to look the absolute best just for you. Please make artwork as big and wide as possible so there is room for the puff ink to expand.

REPRINTING

**No reprints or refunds will be
done after 7 days of delivery date.**

If you have chosen a type of cup, pocket igloo, napkin and ink color, and the product has been printed and or shipped, you are responsible for payment. If you want a REDO, you must

RE-SUBMIT an ORDER FORM.

**YOU WILL BE RESPONSIBLE FOR PAYMENT FOR
THIS ORDER AS WELL.**

CANCELLATION OF ORDER

There is a \$10.00 cancellation fee once your order has been received and is then cancelled

There is a \$30 screen fee (once order is proofed and on a screen) if it is cancelled or to make changes

*****NO PHONE ORDERS ACCEPTED.*****

Orders will not be shipped on past due accounts.

TERMS

CARD ON FILE or NET 30

Prior to approval all orders **MUST** be prepaid-No COD.

Past due accounts will be subject to Cash or Pre-paid Basis

Interest may be charged on all past due accounts.

There is a **\$35.00 fee** on all NSF checks.

FREIGHT

All orders will be shipped Ground.

Overnight, 2nd Day Air service available.

Freight will be billed according to size, weight, and number of cartons.

****NOTE**** We will not know the cost of shipping until order has officially shipped. Once the order is shipped, we are **NOT** responsible for delayed arrival, lost packages, or broken/cracked items.

DAMAGED OR INCORRECT ORDER

If your order is damaged or incorrect please contact us within 48 hours of receipt of order and email pictures of the damages or error.

If it is damaged we will contact the shipping company to receive a credit and if the claim is approved we will either issue you a credit or reprint the damaged portion if time allows to meet your schedule.

If it is an error that is our mistake, we will issue you a credit on your card for the portion of the order that was incorrect. If time does allow we will reprint if the error is our fault. No credits or reprints after 7 days of receipt of original order.

RETURNS

No return or credit on custom orders which are shipped and printed correctly.

PLEASE CALL IF YOU HAVE ANY QUESTIONS!

1 (800) 833-8462