

ORDERING INFORMATION

New Customer & Inactive Accounts - First-time orders with new customers and accounts that have been inactive for more than two years will require a new credit study.

Payment Terms - Acceptable payment terms are 1% 10 NET 30 (after accounts are established), VISA, MasterCard, American Express, Discover, company check or money orders. Credit card authorization will be obtained at inception of order. Actual billing will occur at shipping time to ensure proper freight is charged.

Order Cancellation - \$35(V), plus all costs incurred through the date the factory receives cancellation notice.

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ORDERING SPECIFICATIONS

When placing an order, please include:

- **Item number** - including description/color/style
- **Imprint color with PMS # if required** (actual sample preferred)
- **Copy/logo position** (if none specified, standard will be used.)
- **Additional charges** (e.g. 2nd color, 2nd side, packaging, etc.)
- **Die/screen charges**
- **Quantity and shipping method** (if none specified, UPS Ground used)
- **Ship date** (if none specified, standard production time will be used)

ARTWORK

See [Art Specs](#)

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DIES/SCREEN CHARGES

All new orders require a printing die or screen. Prices are listed below for specific items.

- **500 Line Products - \$25.00 (V)** per color.
- **High Line Products - \$50.00 (V)** per color & per panel.
- **Promo Napkins - \$50.00 (V)** per color & per panel.
- **Process Printed Napkins - \$50.00 (V)** per color & per panel.
- **Dining Ensemble Sets - \$40.00 (V)** per color.

Repeat Orders - Exact repeat orders do not incur a screen or die charge unless artwork has changed. We will waive die and/or screen charge if an actual sample or artwork from a competitor is submitted. Please see Production Times for expedited lead time for repeat orders.

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PRODUCTION (All products printed in USA)

Registration - There will be a variation of 2-4% (1/16" to 1/8") on 2-color registration. Press proofs are strongly recommended on artwork with close registration. 100% registration cannot be held.

Copy Changes - Due to press stops, the following charges will apply when a copy change is requested:

- **500 Line - \$25.00 (V)** per color plus applicable die and/or screen charges.
- **High Lines - \$60.00 (V)** per color plus applicable die and/or screen charges.
High Lines quantities require a minimum of 10,000 pieces per copy change.

Ink Color Changes - Due to press stops, the following charges will apply when an ink color change is requested:

- **500 Line - \$25.00 (V)** each
 - **High Lines - \$60.00 (V)** each
- High Lines quantities require a minimum of 10,000 pieces per color change.

Over/Underruns - Tranter Graphics adheres to printing industry standards of +/- 5% over/underruns. Exact quantities are always a goal; however, occasionally a slight variation occurs. You will not be charged for more than 5% overruns, and we will not ship less than a 5% underrun unless you are advised.

PRODUCTION TIMES

Production time begins upon receipt of purchase order, approved artwork, written proof approval, inventory confirmation and credit approval.

500 LINE - All 500 Line quantity orders are normally shipped in 5 business days from receipt of order, approved artwork and credit approval. Due to the seasonal fluctuation in production schedules, 5-day service could vary a few days; however, 95% of 500 Line orders are shipped in this timeframe. It is always best to specify a delivery date on your order.

HIGH LINES - All High Lines orders within catalog quantities are normally shipped in 10 business days from receipt of order, approved artwork and credit approval. Due to the seasonal fluctuation in production schedules, 10-day service could vary a few days. When a proof is involved, standard production time will begin the date of written proof approval.

Repeat Orders - Lead time for exact repeat orders is only 3 days for 500 Line and 6 days for High Lines.

Rush Services - 24-hours 3- and 6-day express service is available on select products. For more detailed information, please see our Speedy Service.

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SPECIAL PACKAGING

Standard packaging is listed on each page. You may choose to package your products differently than the standard. For this service, a special packaging charge will apply. Please note these charges could vary slightly if the quantity desired is too large for the standard polybag used for each product.

beverage napkins: \$.19 (Z) per package
luncheon napkins: \$.22 (Z) per package
dinner napkins: \$.23 (Z) per package
cups: \$.22 (Z) per package
plates: \$.23 (Z) per package
placemats: \$.25 (Z) per package
coasters: \$.19 (Z) per package

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FREIGHT

F.O.B.: Indiana

Standard shipping procedures are noted on the general information page of the TGI master catalog. Please also note that freight costs quoted are for estimating purposes only, based on circumstances at the time of the request. Final costs are controlled by the carrier's rates and any changes that you or your client make. Tranter Graphics is not responsible for any freight differences.

Shipment Insurance

Tranter insures each shipment for the value of the invoice to the distributor. If there is a loss, we can only reimburse or offer credits for the amount of the invoice. If additional insurance is desired, it must be requested on the original purchase order.

COD Shipments

COD shipments are considerably troublesome. If requested, we will ship COD, however Tranter Graphics will

not be responsible for refusal or non-acceptance due to normal delivery attempts or insufficient funds. The distributor will be invoiced for any freight and handling charges to reship orders not accepted by the client.

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PROOFS

Paper Proofs - Black and white paper proof faxed or e-mailed. Lead-time is approximately 1-2 working days after receipt of artwork. Charge of \$10.00 (X) for each revision.

Virtual Proofs - An electronic sample of the product with the artwork placed on the item is available for a charge of \$25.00 (X). Printing quality will differ from the virtual proof. An actual press proof is recommended when imprint quality needs to be examined.

Press Proofs/Spec Samples - On actual product:

500 Line - \$18.00 (X) per color, plus applicable die and/or screen charges.

High Lines - \$55.00 (X) per color & per panel, plus applicable die and/or screen charges.

4-Color Process - First proof at no-charge. Additional proofs - \$85.00 (X) per color.

Press proofs for sets will be charged standard fees per item, per color, according to total quantity of each item. If no changes are made to the proof, no additional die/screen charges will be incurred on the actual order. When a proof is requested, standard production time will begin the date of written proof approval.

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SHIPPING

F.O.B.: INDIANA

Standard shipping up to 200 lbs: UPS Ground

Over 200 lbs: UPS Hundredweight

Fast shipping: UPS 3-Day Select

Faster shipping: UPS 2nd Day or FedEx 2Day

Fastest shipping: UPS Next Day or FedEx Overnight

If your order does not specify a service, the best method will be chosen for you at time of shipping.

International Shipping: Requires a 3rd party freight account number.

Split destination shipments: \$6.00 (X) per location per item

COD shipments: \$15.00 (Z) per carton, plus UPS freight and applicable COD charges.

Consignee billed freight/third party billing: Please provide account number to be billed. Charge for this service - \$2.00 (Z) per box.

Freight rates: Freight quotes are for estimating purposes only, based on circumstances at the time of the request. Final costs are controlled by carrier's rates and changes that are made. We are not responsible for any freight differences at the time of shipping.

Freight Requirements: All pertinent shipping, special packaging, special labeling and ship-to addresses must be supplied at the onset of the order. Additional charges will apply if changes are made once the order is in production.

Will Advise Orders: Customers must supply shipping address within 72 hours from the time production is complete. If the information is still missing after 72 hours, the order will be shipped directly to the customer.

Handling: Please note, a handling fee may apply to your order. Please contact your CSR for further details. Get your shipping quote now: [UPS](#) | [FedEx](#)

RESTOCKING

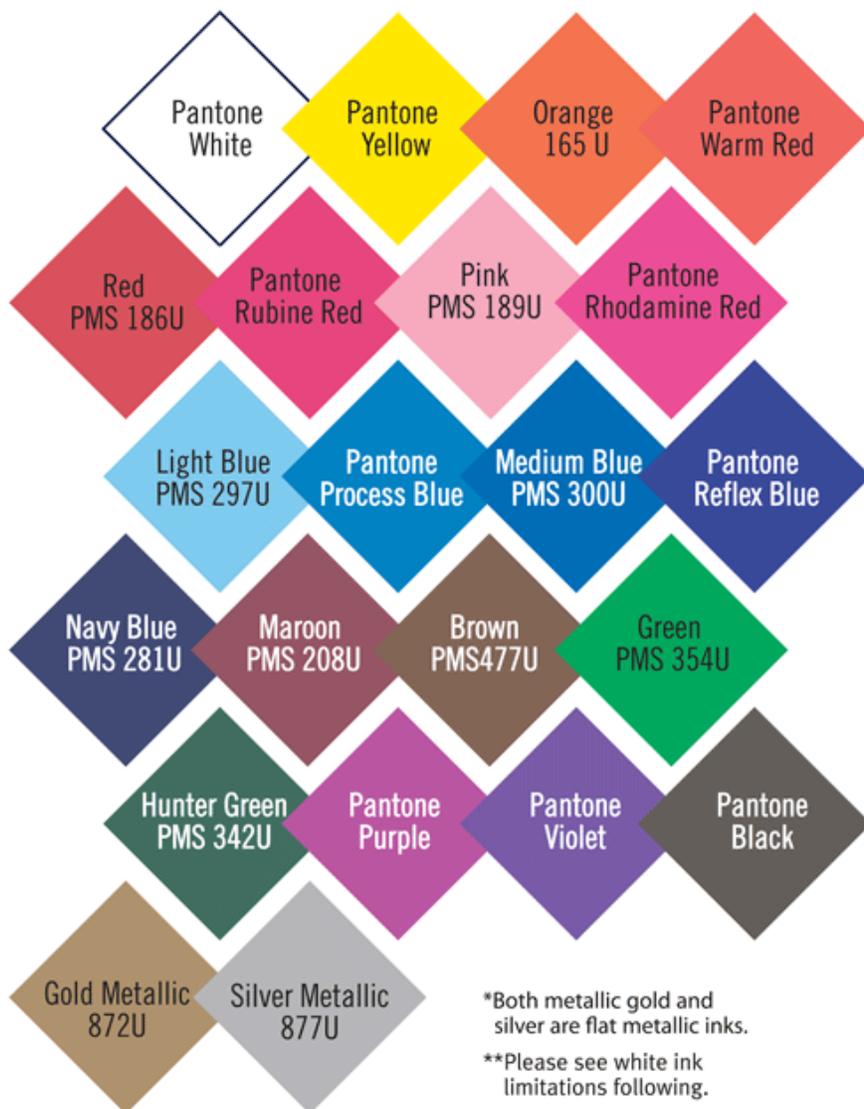
Only blank merchandise will be accepted for a return. There will be a 30% restocking fee based on price of original product. All freight will be the responsibility of the customer. If any damage occurs during shipping, customer is accountable for the product and for filing a claim with the shipper.

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STANDARD INK COLORS

* Both metallic gold and silver are flat metallic inks.

**Please see white ink limitations below.



The above corresponding PMS uncoated colors are for reference of the standard colors only. An exact match to these colors is not guaranteed and can vary within two shades. The standard colors come direct from an ink mill and are mixed in large runs. Due to this, you may see a slight dye lot variation from run to run. However, there will be no variation during a single run. For all other colors, or if you need a consistent match from run to run, see ink color matching below.

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INK COLOR MATCHING

Color matching charge is **\$25.00 (V)**. There is no extra charge for using standard ink colors. Please provide a PMS uncoated # and we will match it to within one shade on white items only. PMS matches cannot be guaranteed on any color substrates. We DO NOT GUARANTEE exact PMS matches on colored items due to the variations in substrate, light source interpretation and ink supply. We recommend providing a PMS uncoated color swatch to match at press. An imprint with metallic ink must be printed 100%. Half-tone screens cannot be printed using metallic inks. Neon inks available in 500 Line napkins and certain cups. A PMS match charge will apply. Please call for availability.

White and Light Ink Limitations - Napkins are printed using "non-opaque" inks, therefore light inks (especially white) on colored napkins will not print true to color. The "masking" of the two colors (ink color & napkin color) will occur, producing an undesirable result.

EXAMPLE: A WHITE IMPRINT on a BLACK NAPKIN will result in the imprint looking GRAY. Accordingly, a WHITE IMPRINT on a RED NAPKIN will result in the imprint looking PINK. It is highly recommended that metallic inks or dark inks, such as black, be used on deep-tone & mid-tone colored napkins. Ink color matching cannot be achieved on colored napkins. On plastic glasses, we can use a heavy opaque ink to give the white ink a look of a bright white, which will cover the background of the colored glass. See examples at right.



4-COLOR PROCESS

All 4-color process jobs will require a press proof unless a product acceptance agreement is signed. All 4-color process orders will require a printed color laser proof from the customer in order to match colors as desired. 4-color process printing on tissue will not be as true as 4-color process printing on paper. See printing dies and proofs.

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SILVER, GOLD & WHITE FOIL LEAF PRINTING

Foil Printing - On napkins, gold, silver or white foil leaf printing is available at an extra charge of \$.06 (Z). You must allow 15 production days for gold or silver foil leaf printing on new orders. There is a \$50.00 (V) foil die charge. High Lines pricing is not available when using foil leaf printing.

Characteristics of Foil Printing - Gold, silver and white foil is applied to paper napkins using heat and pressure. Because of the texture of the tissue in napkins and the heat process, a certain amount of bleeding and fill-in can occur when logos contain fine detail. If a logo contains fine details, especially in a reverse logo, we recommend ink printing, which will hold the detail much better. If there is any doubt, please contact your representative for an opinion. A sample of the logo may be requested in certain instances. Also, since foil is stamped on the napkins, larger solids of foil printing may result in flaking of the foil when folded. Maximum image area on all foil jobs is 3 1/2" x 3 1/2", regardless of napkin size. If any of these limitations are a problem, please request a sample prior to production.

PRODUCT COLORS

Pictures on this website and in our catalog are representative of the product colors and ink colors, but photography colors could vary from actual products. If exact colors are critical, please request an actual sample prior to production. Due to dye lot variations in the paper pulp, recycling and plastic resin mixing processes, the actual color of the product could vary slightly from run to run. We do guarantee that there will be no variation in product color within the same run. We recommend that if your product must match exactly, please order it all within the same run.

STANDARD LAYOUT

Standard layouts are as follows. If your layout is different than this, please indicate on your order. Crop marks on artwork will NOT be used for placement purposes.

Napkins - Beverage, luncheon and 1/4-fold dinner napkins will be laid out and printed on the lower part of the diamond. Shadow shows where napkin opens. 1/8-fold dinner napkins will be printed just above the border horizontally. Shadow shows where napkin opens.



Cups - Printed on the upper portion of the cup just above the center unless otherwise specified.



Stirrers and Picks - Imprint area on stirrers can be on the top and/or shank of the stirrer. Picks can only be printed on the top portion. Standard positioning is shown to the right.

