

## TERMS & CONDITIONS

### A. Policies

1. Pricing: Effective through December 31, 2008, and subject to change without notice.
2. Freight: FOB Blue Springs, MO. All shipments will be sent ground freight or equivalent unless otherwise specified. All products shipped based on weight not volume. A handling fee of \$3 per order & \$2 per box will be added to shipping charges.
3. Shipping of Chocolate: Chocolate products (except gemmies®) normally will be shipped via 2-day air during warm weather and to warm climates. In these conditions, add \$6(x) per shipping carton for temperature protection during shipping.
4. Payment Method & Terms: We accept Visa, Mastercard, American Express, checks, & money orders. Terms are net 30 days. A charge of \$50 applies to any returned check. Credit approval is required for all new customers, please allow 3-5 working days.
5. Cancellation/Returns: An order may be cancelled only with our written approval and is subject to a minimum \$20 charge plus cost incurred up to cancellation request. All returns must be approved by us in advance and returned within 7 working days from date of shipment.
6. Loss/Damaged Goods: No credit for loss or damage will be considered unless damaged goods are returned and claim is accompanied by a written confirmation of freight claim provided by shipper.
7. Lead Time/Delivery: Generally 5-7 working days for Gemmies® and 8-10 working days for Gempaks® after proof approval. Contact us for the current scoop on delivery scheduling whenever your delivery date is crucial, and particularly in October, November & December.
8. Quick Ship Service: Express 3, 4 or 5 day service after proof approval may be available, subject to a \$75(x) charge. Although every effort will be made to comply with estimates, lead times and express service availability may vary in the months of October, November & December.
9. Individual and Drop Shipments: \$3(x) per address plus freight for drop ship. For "blind" drop shipments, add an additional \$.50(x) per address.
10. Less-Than-Minimum Order: If we accept a less-than-minimum order, an additional charge of \$40(c) will apply.
11. Freshness: Food products are intended to be consumed promptly. We cannot be responsible for the freshness or condition of gemmies® after 6 months or other products after 1 month.

### B. Copy Change Charge

\$20(g) per change for copy changes made after initial art is sent for approval.

### C. Set-up Charge

With imprint - new order \$40(g), reorder \$20(g).  
With label - new order \$40(c), reorder \$20(c).

### D. Art Charges

Light clean up \$20(x). If more extensive work is required an art charge will be quoted (\$100(x) per hour).

### E. Preproduction Paper or Digital Proof

No charge when correct digital artwork is supplied.

### F. Preproduction Sample

A preproduction sample with an imprint is EQP plus \$32(x). Other preproduction samples are EQP plus \$24(x).

### G. Tasting Samples

Small samples of our delicious food products without packaging are available for nominal charges. Please inquire.

### H. Speculative Samples

Spec samples of product and packaging with an imprint are EQP plus \$32(x). Other spec samples are EQP plus \$24(x).

### I. Random Samples

All random samples are charged at EQP less 20%.

### J. Virtual Samples

One virtual sample with a custom logo on our stock photo will be provided at no charge. All others will be charged at \$5(x). Normal turnaround 2-3 days; rush service available for \$10(x).

### K. Miscellaneous

The representation of any logo included in this catalog does not signify the endorsement of any product by that company.

## ARTWORK

### OUR JOB / YOUR JOB

Part of our job is to make every effort to speed your order on its way. Your only job (outside of paying our invoice on time) is to help us avoid any delay by reading this page before emailing art files.

### SOFTWARE MATTERS

Our preferred file format is Adobe Illustrator (vector) on Mac platform & saved as an AI or EPS format with 7.0 or higher version. We have been known to accept Adobe Photoshop in Mac platform, 7.0 or higher version. Please include all Mac fonts if any modifications are expected. The following is required before sending any file created on a Mac:

- Select all fonts and convert them to outlines.
- Save (or export) the page as a PDF or EPS file. For PDF files, be sure that the distiller setting is set to "press settings" to provide the highest file quality.

### 4/COLOR PROCESS FILES

4/c process files must be sent as CMYK files (if file is a bitmap, please use a resolution of 300 dpi at the finished size), a match print must also be included with disk (or one will be generated) for color approval. No orders will be run without an approved contract proof.

### IMPRINT COLORS

The following standard imprint colors are available:



### DIGITAL MEDIA

Files are accepted on CD-Rom & DVD.

### FILE TRANSFER

- Email art files to graphics@gourmetgems.com
- Please compress with WinZip to avoid file corruption & speed the file transfer.

### Acceptable file types for images are:

- JPEG: 300 dpi (highest quality setting).
- EPS: EPS file contains bitmap (raster) images such as .BMP, .TIFF, .JPEG, please be sure that they are 300 dpi for 4/c process or 1200 dpi for match colors.
- TIFF: 4/color process (use 300 dpi).
- PDF: Select "Press" setting in the distiller when saving the PDF. "Screen" settings cannot be used for printing purposes. Any PDF file with bitmap (raster) images such as .BMP, .TIFF, .JPEG, must be 300 dpi for 4/c process or 1200 dpi for match colors.

### EXTRAS

If you submit a file that requires conversion, typesetting, additions or cleanup, we charge \$100(x) per hour.

Actual printed colors may differ from computer screen colors on any digital proof.



Gourmet Gems®

GemGroup Inc.  
Gourmet Gems LLC • Gemaco Inc.