

24-Hour Standard Turnaround

- **One color - one location - one day turn**
- No rush charges
- No special number
- No hassle

Submit your complete* order up to end column quantities by 5:00 PM EST and Bullet will ship it the next business day. Deboss imprint requires 1 additional business day.

Quantities above end column require additional lead time. For each additional end column quantity, add one day (Ex. End column quantity is 1,000. For every 1,000 pieces above the end column quantity, add one day).

Next day shipping also applies to an item ordered in multiple SKUs (colors). Production time is based on item – multiple colors of a standard item will be treated as one item.

**Complete order is defined as having all necessary information, approved artwork, approved credit, and/or proof approval (upon request). If received by 5 PM EST, order will ship next business day.*

Blanks and samples are also available for 24-hour shipping.

Ordering Information

Orders are only accepted from qualified promotional products distributors.

Placing an Order

Email: Email purchase order **and** artwork together to: orders@bulletline.com. Complete purchase order PO number as generated on your PO form must be placed in subject line of email.

Fax: Fax purchase order to **(800) 920-9223**. Send your artwork with PO information to artdept@bulletline.com. Complete purchase order number as generated on your PO form must be placed in subject line of email.

For general inquiries, email **info@bulletline.com**.

Email Requirements

All emails sent **MUST** include distributor name, contact, phone number and the purchase order number.

Confirmations

All confirming purchase orders must be clearly marked "CONFIRMATION." Factory is not responsible for duplication if not clearly marked.

Reorders

Please specify the most recent PO Number and/or Bullet job number. Customer purchase orders are kept on file for one (1) year.

Order Cancellations

Orders can only be cancelled with written factory authorization prior to imprinting or production. If an order is cancelled after production has begun, it may be subject to additional charges.

Customer Approval Information

The following proofs are available upon request:

- Paper Proof
- Item Proof

Allow one additional working day. Production begins after receipt of written approval of proof. Once approval is received, any changes to an order may incur additional costs and lead time.

Artwork Requirements

To expedite your order, all artwork must be sent via email.

For emailed orders, include your artwork with your PO and send to orders@bulletline.com. Faxed orders, send your artwork with PO information to artdept@bulletline.com.

Maximum imprint area and default location will be used unless otherwise noted.

Acceptable Formats: We require the following file types for all artwork: Adobe Illustrator, Adobe Photoshop, Corel Draw and Macromedia Freehand. PC versions of these software programs must have all text converted to outline or vector form. If not possible, all fonts must be included with art (True Type fonts).

Recommendations: VECTOR art such as Illustrator or Freehand art provides superior reproduction quality and allows images to be resized without loss of sharpness or detail.

Unacceptable Formats: The following formats will not be recognized through our acceptance process: Faxes, photocopies, photographs, slides, transparencies, negative stats or films that need to be reversed to positive, halftone art that needs to be resized, low resolution laser printed artwork of less than 600 dpi, letterhead, business cards, actual product or any other art that needs to be touched up, color separated or made one color. Text files from word processing documents such as PowerPoint, Word Perfect or Window Metafiles also cannot be used.

Half-tones: ALL art supplied with half-tones should be "to-size" at 75 line screen. Due to textured surfaces, we cannot accept half-tones on Stress Relievers, Portfolios or Organizers.

Requests for Artwork on File: Artwork is kept on file for up to **one year**. Re-orders must contain the customer number, PO number and/or Bullet job number plus a copy of the artwork to ensure the correct artwork is pulled for the re-order. Artwork **CANNOT** be transferred from one Distributor's file to another without the express written permission from the original Distributor.

Artwork Return Requests: Artwork will be returned upon written request after completion of order and payment of invoice. Written requests may be made via mail, fax or email. Requests on purchase orders will not be processed. Distributor is responsible for postage and/or freight charges.

BULLET LINE

www.bulletline.com

Prices valid until June 30, 2012. Visit bulletline.com for pricing changes and special promotions.

Production & Shipping Information

Production time begins upon receipt of signed approval form, approval of credit and shipping information. Once approval is received, any changes to an order may incur additional costs and lead time.

Decorating Methods

ColorPrint: Available for single or multi-color artwork.

Bullet offers a variety of ColorPrint methods (silkscreen, pad-print or multi-color and four-color process heat transfers) and will choose the most appropriate ColorPrint method to obtain high visibility for your artwork.

Laser Engraving: Laser Engraving gives your artwork a clean, polished appearance by precisely etching the artwork into the material's surface.

Debossing: Also referred to as a blind deboss, is created by using a die & heat-pressing the artwork into the material's surface leaving behind a clean, crisp logo.

Digital Transfers: Offered on mouse pads only. If you have a photo or four-color process artwork, we can digitally recreate the image onto the mouse pad surface. PMS matches not available.

Order & Shipping Acknowledgements

All orders are acknowledged via ASI Transact, ePSA, email and/or fax upon receipt and upon shipment. Please read carefully and contact factory immediately if corrections and/or changes are necessary. All changes must be confirmed in writing.

Shipping

If a ship method is not specified, factory will use own judgment in selecting carrier and method in order to meet your deadline. Bullet cannot guarantee method of shipment.

Third Party and Customer Designated Shippers

If you provide us with an account number for shipping, or designate a specific carrier, you assume responsibility for the shipment from the time the order is ready for pickup.

Customer Pickup

Customer pickup is available in Miami, Florida. Your order will be available for pickup after 5pm on specified ship date unless special arrangements are made with the factory. Contact factory prior to pickup to ensure your order is ready.

Shipping Weights

Weights shown in this catalog and on the web site are approximations only (based on ground shipping). Shipping weights for items packed in oversized boxes may vary greatly from actual shipping weight. Variances may occur from product density, packaging and dimensional shipping weight (weights are marked (Dim.) for dimensional). Bullet is not responsible for differences in final freight charges versus quoted estimates.

Samples

Random Samples

Random decorated samples up to \$10.00(Z) will be at no charge. Applicable shipping charges will apply or submit your shipping account number for direct billing.

Spec Samples

Spec samples are available at 50% off product cost. Full set-up and running charges apply.

Self-Promotions

Self-Promos are available at 50% off product cost. Full set-up and running charges apply.

Terms

Pricing— Prices are subject to change without notice. For current pricing visit www.bulletline.com.

Over/Under-Runs— We reserve the right to ship plus or minus 5% of the quantity ordered and invoice accordingly.

Inventory— In the unlikely event that we lack inventory to support your order, we will work with you to find a solution.

Returns— Prior to return, all merchandise requires specific return authorization from the factory in order to be eligible for credit. No credit or replacement merchandise will be issued for product unavailable for return to factory.

Payment— Net 30 Days to open account customers. Finance charges, not to exceed 1.5% per month, will accrue on past due balances. We accept MasterCard, Visa & American Express. All payments must be made in U.S. Funds (except Canadian orders). There is a US \$30.00 charge for each returned check.

Collections— Accounts requiring collection will be liable for all the collection costs, including all fees, costs and expenses incurred.

Credits— Unused and/or unclaimed credits will be reserved/voided after 12 months.

Liability— All merchandise becomes the customer's property upon delivery to the carrier.

General Disclaimer— Bullet cannot be liable for delays in delivery or product availability due to customs, shipping or natural disasters. Bullet reserves the right to make slight spec changes to enhance product quality or performance.

California Proposition 65/CPSIA Compliance— Please visit www.bulletline.com for California Proposition 65 information and CPSIA information.

Authorization & Indemnification— By placing an order with Bullet, you represent and warrant that you have the authority to order, purchase and/or distribute merchandise containing the names, trademarks, logos, copyrights, etc. identified and/or submitted with your order. You also agree to indemnify, defend and hold harmless Bullet, its affiliates and representatives, from and against all claims, liabilities and expenses (including attorney's fees), arising out of or related to an actual or alleged infringement or misappropriation of any trademark, copyright or any other proprietary right of such merchandise. This provision will remain in effect after delivery of your order.

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Catalog Photography - Photos may not show true item colors (especially Neon, Pearlescent & Transparent/Translucent)s due to printing processes. Wood colors may also vary.