

# General Information

LOWER PRICES MAY BE AVAILABLE

CHECK OUR WEBSITE [www.shepenco.com](http://www.shepenco.com)



COVER PRINTED ON PAPER CONTAINING 100% RECYCLED CONTENT. Due to the recycled content of the paper, color accuracy of photos may vary from product color.

## Acknowledgements

Factory acknowledges all orders via facsimile or e-mail. Examine acknowledgements immediately and contact factory promptly to correct any errors.

## Artwork

Artwork requiring clarification or redrawing for which production ready art was not supplied incurs an art charge. On charges above **\$25.00(C)** customer will be notified. Artwork is returned upon request. Factory maintains files of art for three years from original order date. Clear black and white photographs may be reproduced as screens on pencils - **\$40.00(C)**. Photographs returned on request with order. Excessive copy such as a sports schedule is available on round pencil barrels only. Add **\$40.00(C)** per order. Union Bug: Not available.

## Assorted Styles

All colors are not necessarily available. Orders requesting more than one type of item or imprint may require more than one setup and printing run. The quantity of each item or imprint type determines the unit price of each.

## Blank Merchandise

Use end-quantity pricing for each product type when ordering unimprinted.

## Change of Copy

**Pencils: \$15.00(C)** per change, 1000 minimum per run

**Pens: No Charge**, 500 minimum per run

## Change of Ink or Foil

**Pencils: \$15.00(C)** per change, 1000 minimum per run

**Pens: No Charge**, 500 minimum per run

## Copy Layout

See catalog pages for limits of imprint area of each item. When possible, factory follows specific layout instructions on order; otherwise factory uses best judgment.

**Fonts:** Factory will set type as closely as possible to order specifications.

**Copy:** All copy set reading left to right unless otherwise specified.

## Copy Proofs

Submitted only upon request. Paper proof: **\$15.00(C)** per proof. All approvals and changes must be confirmed in writing. Product proof: **\$60.00(C)**. Virtual proof: **\$15.00(C)**.

Each subsequent proof incurs a proof charge. Corrections, alterations of copy: There is no charge for changes received within two working days from the date the order is received, no changes may be made after that. **Corrections or cancellations after screen is made: \$40.00(C)**. Proofs must have approval from customer before proceeding with order, **delays will change ship dates. Ship date will start after PROOF APPROVAL for Catalog quantities and Standard Production Items. Specialty items will require extra time, call factory for ship date.**

## Custom Barrel Colors

**Pencils:** Special colored barrel finishes are available in quantities of 15M (minimum) at no additional charge. Contact factory for availability and production times. Corporate or PMS colors matched as closely as possible. Exact matches not guaranteed. Stock pencil colors listed on catalog pages for each pencil. **Pens:** Stock pen colors are listed on the catalog pages for each pen. Contact the factory for the minimums for custom pen barrel colors. Custom pen orders cannot be cancelled after receipt by the factory.

## Large Quantity Orders OR Co-op

Contact factory for quotation and other details.

## Laser Engraving

Laser engraving available on selected metal pens.

## Multi-Color Printing

For multi-color imprinting call factory for quote.

## Packaging Options

Special labeling on carton, packaging or items, contact factory. See page 54 for pen and pencil options.

## Pencils Cost of Screens

Stock cuts; bands, borders, slogans and cuts shown in the Augustine "Blue Book" are available without any additional charge. Customer's screens from suitable artwork are invoiced at cost:

1 and 2-color screens - **FREE OF CHARGE**;

3-color screen - **\$65.00(C)**; 4-color screen - **\$90.00(C)**;

5-color screen - **\$120.00(C)**; 6-color screen - **\$160.00(C)**.

Exact repeats and typesetting no charge.

## Pens Cost of Screens

**No Charge**

## PMS Ink Color Matching

Add **\$30.00(C)** per color. Note: color may imprint differently on colored barrel.

## Pencil Cores

Catalog pages show degrees of core available for each pencil. #1 Soft, #2 Medium, #2 1/2 Firm, #3 Hard, #4 Extra Hard. If not specified #2 core will be supplied. Orders may specify more than one degree.



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**CATALOG EFFECTIVE 1/1/12:** (All prices are in US Dollars. Prices in this catalog are effective at time of publication. Current product pricing is available on our website and these prices will prevail. [www.shepenco.com](http://www.shepenco.com))

## Production Time

**Standard Production Time is 7 working days for New Orders and 5 working days for Repeat Orders. Production time begins when suitable art and complete purchase order reaches factory and credit has been established or payment has been received AND PROOF APPROVED. Normal production time can vary with the product and the season. Reference each product page for specific production schedules if not stated Standard Production Time. Please take note of the expected shipping date on the acknowledgement form. Custom orders require factory confirmation.**

## Quantities

**Intermediate quantities:** An order between two catalog quantities will be prorated at the lesser quantity price. **Less than minimum:—Pencils and Pens:** Orders for less than minimum quantity shown in the catalog will be billed at the minimum price plus **\$60.00(C)** per order. Absolute minimum is one-half the published minimum. Less than minimum exceptions: Create-A-Pencil, Color Packs and Sets. **Overruns/Underruns:** Factory attempts to ship exact quantity. We do however reserve the right to ship 5% over or under.

## Returns or Claims

No returns or claims accepted for replacement or credit without advance, written authorization from factory. All requests must be submitted within 30 days of shipment.

**No returns will be accepted after 60 days of shipping product.**

## Rush Service

**Contact factory.** Standard shipping - every attempt will be made to accommodate orders requested for shipment in less than the normal published delivery time. **Special Rush service available on selected items: see table of contents icons for special rush items and catalog pages for details.** The complete order and art must be received at the factory by **12:00 PM (Noon) Central Time.** All rush orders are subject to credit approval. **Even Faster— "SOS" Shepenco's Outstanding Service / Same Day Service — (See page 55 for details).**

## Sample Policy

All sample requests must be faxed, emailed or mailed. UPS Ground or USPS standard shipping, unless more expedited methods are requested. Random samples are at no charge. Shipping numbers may be supplied for expedited shipping. **Shipping charges apply to all sample orders.**

## Sharpening and Custom Lengths

Sharpening Regular Pencils **\$25.00(C)** per M. Sharpening Jumbo Pencils **\$40.00(C)** per M. Sharpening Pen-Ham Pencils **\$60.00(C)** per M. Shortening Pencils **\$60.00(C)** per M. **NOTE:** Sharpened pencils may become contaminated with graphite dust during shipment especially on light-colored pencils, the result of sharpening. The factory exercises every precaution in packing and shipping, but cannot be responsible should contamination occur.

## Shipping

Factory makes every effort to meet your requested ship date and method specified on order. However, we cannot be held responsible if carrier delays delivery. All prices are F.O.B. factory. Shipments are sent freight pre-paid unless otherwise specified. **Split shipments:** Catalog per M prices covers the initial shipment; add **\$10.00(C)** for each additional release(s). **Drop shipments: Pencils & Pens:** No charge for drop shipments. Factory uses plain labels. **C.O.D. shipments: Add \$40.00(C)** per carton. For your convenience, we can use a valid **3rd party billing** number for freight charges. There is an accommodation fee of **\$15.00(C)** per order for this service.

**Stock Imprint Colors:** See page 56 for standard colors.

**Note:** Color may imprint differently on colored barrel. Many stock foil colors are available for hot stamping imprints on round and hexagonal pencils. **Note:** When imprint color is not specified, factory uses best judgment.

## Warranty

All pen products are guaranteed against mechanical failure. Mechanically failed products must be returned to the factory for inspection.

\* Imprints shown in catalog are examples of printing. **SHEPENCO®** claims no ownership or endorsement by these companies.

