

# PAPARAZZI PROMOTIONAL MARKETING POLICIES

## WHERE DO WE EMAIL OUR PURCHASE ORDERS?

Email **PURCHASE ORDERS** to: [orders@paparazzipromo.com](mailto:orders@paparazzipromo.com) reference your purchase order number in the subject line.

## WHERE DO WE SEND ARTWORK?

Email **ARTWORK** to: [art@paparazzipromo.com](mailto:art@paparazzipromo.com) make sure you reference your purchase order number in the subject line. Most of us prefer to transfer files via email, which means you just attach the file to the email and send. The problem is that most email clients have an attachment limit that can prevent you from sending larger files. We understand this can be frustrating and so we are happy to provide you with alternative ways to transfer your art files to us. We use **Dropbox**. You can get a free account with the link. Drag and drop your artwork into Dropbox, then right click your mouse and click on "share Dropbox link" (it puts a link on your clipboard) paste the link in your email to [art@paparazzipromo.com](mailto:art@paparazzipromo.com) include your purchase order number and that's it, done.

## WILL THERE BE A CHARGE IF WE CANCEL AN ORDER WITH YOUR COMPANY?

Yes cancellations must be emailed or faxed. All cancellations requested after order approval will incur a minimum \$50.00 charge, plus charges for the work completed at the time of the cancellation, including artwork, set-up, plates, material and labor costs.

## WHAT IS AN OVER-RUN OR UNDER-RUN?

Most printers will produce an extra 5 - 10 of the items ordered to account for possible print issues. In most cases the customer is responsible for the cost of the extra pieces. An under-run is the rare case in which fewer items are produced. Custom sublimation is ordered as specified, there are no over or under-runs.

## WHY SHOULD I CONSIDER PROMOTIONAL PRODUCTS?

Why does anyone utilize promotional products, for the exposure, awareness, and advertising? Since just about any item can be decorated with a logo it is worth taking a look at all of your regular purchases to see what could be personalized. Packaging and office products you order regularly can often present logos and messages without any significant cost increase. This is where a close relationship with your Promotional Products distributor can be beneficial. Don't forget customer giveaways that are functional and keep your logo in the customers view.

## ARE THERE DROP/SPLIT SHIPMENT CHARGES?

\$20.00 per destination on shipments going to more than two locations, first two locations are just charged the normal cost of shipping and handling. For 10+ locations, please call for quote.

**DOES PRODUCTION TIME STARTS ONCE PAPARAZZI PROMOTIONAL MARKETING RECEIVES THE ORDER OR AFTER ART PROOF APPROVAL?**

Production scheduling begins only after receipt of final approval of your artwork and credit terms. Production time does not include delivery time.

**HOW DO I REQUEST A VIRTUAL SAMPLE?**

Virtual samples are available and can be created for most items. Paparazzi Promotional Marketing can create these for you, just state that you would like them on your purchase order. Please email your request to [orders@paparazzipromo.com](mailto:orders@paparazzipromo.com) and your artwork to [art@paparazzipromo.com](mailto:art@paparazzipromo.com). Your designated Inside Sales Representative is able to assist as well and you can email them directly. If you don't know who your designated Inside Sales Representative is, please call our corporate office toll free at 855-776-6676 or 949-735-4034 local and we will direct you to the right person!

**WHAT IF I DON'T HAVE ART? OR I DON'T HAVE CLEAN ART?**

Our in-house art department can help. We can fix artwork issues or create art from your vision. There is a \$50.00 an hour charge to fix and clean up art. There is a \$100.00 per design fee for a custom design. A design fee includes multiple options to choose from and two revisions. Subsequent revisions are charged by the hour. If we charge you for a custom design, then it is yours. We will provide it to you in whatever format you require.

**HOW SHOULD I MAKE CHANGES TO ORDERS THAT HAVE BEEN SENT OVER TO PAPARAZZI PROMOTIONAL MARKETING?**

All changes must be in writing via email or faxed. Any changes in shipping must be made 3 days prior to ship date.

**WHAT CREDIT CARDS DO YOU ACCEPT FOR PAYMENT?**

We accept Visa, MasterCard, and American Express. A deposit may be required on orders if you don't have terms set up. All first client orders require payment in advance.

**WHAT IS YOUR RETURN POLICY?**

Merchandise may only be returned only for credit. Paparazzi Promotional Marketing must be notified within 30 days of receipt of merchandise. Please contact us for a Return Authorization number. A 20% restocking fee applies as well as all original freight and return freight charges.

**WHEN CAN I EXPECT TO RECEIVE MY ORDER ACKNOWLEDGMENTS?**

You should receive an order acknowledgement within 48 hours of Paparazzi Promotional Marketing receiving your purchase order.

**WHERE CAN I FAX OUR PURCHASE ORDERS?**

Purchase orders can be faxed toll free to 1-855-776-6656.