

## 10 Most Important Order Details

The following information will help to speed your order and ensure the highest possible quality. Please use this checklist to verify your order includes the following information.

1. Account name / number .....
2. Style number, description and color of each item .....
3. Quantity and price .....
4. Press ready art / previous PO number .....
5. Decoration method .....
6. Location and size of decoration .....
7. Colors (PMS & thread color #) .....
8. Indicate whether proof is needed .....
9. Shipping method / ship address .....
10. Product in-hands date .....

## Order Information

### Blank Products:

Blank (undecorated) products are available for purchase at the prices and minimums listed on the website. When ordered by 4:00 PM EST, we will attempt to ship the same day. However, some items may take 24-48 hours to ship. Blank Gourmet Expressions items are sold at EQP, at the decorated minimum only + \$5.00 (G) handling charge per carton. Gourmet Expressions undecorated items ship in 5 business days.

### Insertions:

Gemline® items can be inserted into another Gemline® item free of charge upon request. Upon request Gemline® will insert your items at a charge of \$0.60 (V) [USD] per item.

### Less Than Minimums:

Published minimum quantity applies for decorated items. Absolute minimum with LTM charges is 1/2 the published minimum order quantity. For less than published minimum, a charge of \$75.00 (V) [USD] will apply. 1/2 catalog quantity minimums not available on Gourmet Expressions® items.

### Standard Lead Times - Decorated Product

- Four Business Days (No proof required)  
Print one color up to 1,000 pcs.  
Deboss up to 500 pcs.  
Embroider up to 100 pcs. and 5,000 stitches  
If proof is required, production will normally be scheduled 2 days after proof approval.
- Five Business Days (No proof required)  
Print up to 5,000 pcs.  
Print multi-color up to 2,500 pcs.  
Deboss up to 1,500 pcs.  
Embroider up to 600 pcs. and 5,000 stitches  
If proof is required, production will normally be scheduled 3 business days after proof approval.
- Seven Business Days (No proof required)  
Print 1 color up to 5,001 - 10,000 pcs.  
Print multi-color up to 5,000 pcs.  
Deboss up to 6,500 pcs.  
Embroider up to 1,400 pcs. and 5,000 stitches.  
If proof is required, production will normally be scheduled 5 business days after proof approval.

• For larger quantities, multiple locations, drop shipments, insertions or other special handling, please contact customer service.

• For lead time purposes, an order must be complete including artwork before scheduling can begin. Order changes cannot be accepted once production has begun.

### Gourmet Expressions® Lead Time:

• For Gourmet Food Gifts (non-Gemline bundled), lead time for up to 500 pcs is 5 days without a proof. If proof is required, allow 2 days for a proof, production time is 3 days after final proof approval. For lead time on higher quantities, contact Customer Service.

• Gourmet Expressions® Bundled Gifts follow Standard Lead Time based upon quantity and decoration method listed above. For orders up to 500 pcs add 3 days, orders 501-850 pcs add 4 days, orders 851-1200 pcs add 5 days. For lead time on higher quantities, contact Customer Service.

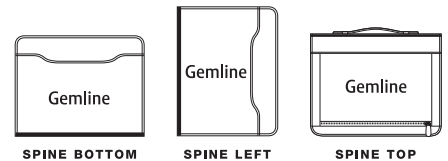
• Shipping details/addresses and provided gift cards must be received and confirmed at time of production, or production will be delayed pending receipt. Once production begins, items cannot be added to the existing order.

### Product Samples

When ordered by 4:30 PM EST and shipped via UPS or by 4:00 PM EST and shipped via FedEx, we will attempt to ship same day. When ordered by 4:00 EST, Gourmet Expressions samples will ship 2 business days later, however during the peak holiday season (Nov & Dec), an additional 1-3 days may be needed. Free UPS Ground shipping is available for continental U.S. shipments when ordered online. Gourmet Expressions® samples are sold at EQP net + \$4.00 (V) handling charge, per carton select colors available. Limit of 3 samples per any one style.

### Padfolio Decoration

Please indicate spine location for padfolio decoration. Text will always read horizontal in each spine location.



## Product Additions

### ADD-A-TAG

Add-A-Tag is only available with the purchase of a Gemline® product. The tag is attached to the front left handle of the bag. Add-A-Tag is available on most Gemline® products.

Fabric/Size: Frosted translucent PVC; 2" dia.  
Imprint Area: 1.125W 1H  
Pricing: Tags US: \$0.75 (V) added to printed price of bag plus any decoration charges.



### BUILD & BORROW TAG

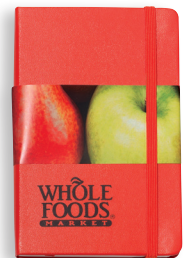
A two-piece customizable decoration tag can be added to any product. Item#: 404 / Color: Kraft / Pricing: \$0.98 (V)

### MOLESKINE® CUSTOM BANDS

Add a custom band to ANY Moleskine® notebook and Gemline® will design your custom band artwork FREE of charge!

Quantity:	25-49	50-99	100-299	300-999
Price (V):(USD)	\$2.75	\$2.50	\$2.25	\$1.75

Visit the Moleskine® product pages on Gemline.com to download templates which include custom band details, art requirements and printing notes.



## GIFT PACKAGING

Make a lasting impression with gift packaging, available in a variety of sizes to fit your selected product. Gemline® items inserted at no charge, upon request. Additional lead time will be required.

### PRICING

Style	Description	Size	Price
985	E-Padfolio Gift Box	11.75L 9.25W 1.375H	\$2.50 (V)
990	Padfolio Gift Box	14L 10.5W 1.75H	\$2.65 (V)
970	Velvet Sleeve	6L 6.25H	\$0.35 (V)
976	Zebra Gift Box	6.75L 0.625H	\$2.49 (V)
450	Moleskine® Gift Box	10.25L 7.25W 1H	\$4.00 (V)
N/A	Polybag Pens		

Packs of 5 \$0.20 (V)  
Packs of 25 \$0.40 (V)



E-PADFOLIO GIFT BOX

WRITING INSTRUMENTS  
GIFT PACKAGING

MOLESKINE® GIFT BOX

## Decorated Gift Packaging

Add an extra special touch by decorating the top of the box with your company brand or personalized message. This option is only available on select products. Excludes branded gift boxes and Gourmet Expressions® gift boxes.

**Colors:** Silver or gold ink  
**Size:** Maximum image 3W 3.5H  
**Pricing:**

- Set-up charge \$60.00 (V) [USD]
- Additional location charges apply.



DECORATED GIFT PACKAGING

## Gourmet Expressions® Cards:

No charge to insert a Gourmet Expressions® card with a Gourmet Expressions® item if all the cards are the same. If cards must be matched to certain packages, \$2.95 (V). To enclose provided cards into provided envelopes, \$0.60 (V). If not enough cards are provided, Gemline will provide a Gourmet Expressions® Small Card at \$2.50 (V) per card.

## Free Artwork

### Art Requirements

Although Gemline® accepts artwork in any form or format, electronic art is the best method to ensure speedy and accurate production. Please ensure all artwork includes the format used, a distributor name, PO number and contact name.

### Electronic Art

We have the latest software versions of Adobe Illustrator (.eps), Adobe Photoshop (.psd). For all other software, save files as an encapsulated postscript (.eps) file. Such files are generally acceptable, as long as the file has been exported as an .eps file and not merely renamed as such. If no area/size is indicated, we reserve the right to decorate in the area/size most suitable for the artwork. Decoration information on website lists recommended locations. Departure from our standards may result in delays to production schedule.

## Embroidery Digitizing/Art

Art must be digitized to prepare a disk for embroidery. Please note that disks used for other items such as apparel or hats may need to be redigitized to work on bag fabrics which are generally coarser in weave. For customer supplied disks Tajima formats are accepted. Camera Ready Art requires digitizing charges. Text should not be less than 1/4" high. Color match should specify Robison-Anton thread color number, otherwise all thread colors will be converted to Robison-Anton.

### Additional Requirements

1. Convert all type to curves, paths or outlines (vector art). If this is not possible, send in Macintosh version screen and printer fonts used for the job to be printed.
2. If line screen or dot pattern is used, a 35-line screen must be used with percentages no less than 10% or greater than 40%. Files that include gradients or blends will need alterations for optimum printing quality.
3. 300 DPI is the lowest resolution for a bitmap format and art should be sent to the requested imprint size.
4. For large art files, please contact Gemline® customer service for Gemline® FTP site information.

### Artwork Submission

Disk/CD/MAC and PC. Email art to art@gemline.com. Please include a color print of all electronic art.

If you are sending art via e-mail, please refer to the following in the "subject" field:

1. Distributor's Name
2. Purchase Order Number
3. Contact Name

E-mails received without identification will be returned to sender delaying the production time. We can accept compressed files, if necessary, with Stuffit, Win-Zip, or Self extracting archive (.sea).

**Note:** Microsoft office programs (i.e., Microsoft Word, Microsoft Power Point, etc.) are not graphics programs and are not acceptable file formats. Gemline® can recreate or alter most formats to meet printing requirements, but a delay in the production schedule may occur.

## FastTrack®

Place your order before 9pm EST with Gemline's FastTrack® service and your order will be produced and shipped the next day at no extra charge.\*

### FAST TRACK® GUIDELINES:

- FastTrack® must be designated on the order with requested ship date, and e-mailed to fast@gemline.com or faxed to 978.989.0123.
- Complete order, including artwork must be received by 9pm EST (One standard decoration location only).
- Artwork must be emailed to: fasttrack@gemline.com. Artwork must include: PO#, distributor name, contact name, phone number, and format used.
- Orders that do not include ship date will be processed under our standard 3-day FastTrack® service.
- Exact repeat orders must include previous reference information.
- Orders are subject to credit approval prior to production.
- Paper proofs are available, but will affect lead times. FastTrack® timeline begins upon proof approval.
- UPS and FedEx recommended. Custom carriers may be used. Please note: carrier's availability for pick-up may impact lead times, and therefore, delivery date cannot be guaranteed.
- International orders are accepted under the FastTrack® service. Additional lead time may be required if delivery location requires special arrangements.
- Maximum of three drop shipments only.
- Kits are excluded.
- Products are available under the FastTrack® service with limited quantities for Moleskine® and Samsonite.
- Gourmet Expressions® items are not available under FastTrack®.

- Certain products may require additional lead times.
- Contact Customer Service for lead times for FastTrack® minimum quantities, large quantities, insertions or other special handling.

\*Order must follow FastTrack® guidelines to be produced and shipped the next day

### Rush Services

Gemline® recognizes that occasionally circumstances may require expedited production beyond FastTrack® Service. We can accept requests for rush services based upon availability of production capacity for a fee of \$150 (V). Contact Customer Service for your request. Note that a crucial component of accepting and meeting your rush need is the availability of complete art and decoration information.

## Standard Shipping Information

### Shipment Method - U.S Destinations

F.O.B. Lawrence, MA 01843. Default UPS Ground. Gemline® reserves the right to determine the best shipping method unless specifically pre-routed by customer. All costs of transportation and insurance shall be borne by the customer and all risk of loss shall pass to the customer when the goods are delivered to the carrier, whether the carrier is selected by customer or by Gemline®.

### Lawrence, MA Shipping Upgrade

Upon request, UPS Ground 4-day, 5-day, & 6 day delivery zones within the Continental U.S. may be upgraded to 3-Day Select service and billed at UPS Ground Rates. (Some product styles excluded). UPS 3-day Select at Ground Rates must be noted on your PO.

### Shipment Method- Canadian Destinations

F.O.B. Default UPS World Ease Standard. Gemline® reserves the right to determine the best shipping method unless specifically pre-routed by customer. All costs of transportation and insurance shall be borne by the customer and all risk of loss shall pass to the customer when the goods are delivered to the carrier, whether the carrier is selected by customer or by Gemline®.

### Canadian Pricing

With Gemline's Our Door to Yours™ program, you get door-to-door service without the added fees and hassles. Billing is in Canadian dollars with all appropriate duties, custom clearance and brokerage fees included. Provincial taxes will be billed separately if applicable.

## Additional Shipping Information- US and Canada

### Third party shipping

With third party shipping, all applicable freight, taxes, duties, customs clearance and brokerage fees will be borne by the Distributor. For third party shipment in Canadian funds, please consult a Gemline® representative for pricing.

### Packaging

Bulk unless otherwise specified by customer.

### Drop Shipments

\$10.00 (V) USD / \$11 (G) CAD per location, per release, plus freight cost and insurance. Dropships must be received prior to production or delays may occur. If drop shipments are received after boxes are packed, a charge may be incurred. Excel™ format accepted. If drop ships exceed 6, please contact customer service for Gemline's Excel™ template.

### Split Shipments

Gemline® reserves the right to make split shipments.

### Handling Charges

Gourmet Expressions® items have a \$4.00 (V) USD / \$5.00 (G) CAD handling charge per location.

### International Shipments (Outside U.S / Canada)

Prices do not include duties, value added taxes customs or brokerage fees. If assessed, these charges are the responsibility of the shipper or

recipient who will be billed for them in addition to any shipping costs. These fees can be delayed in billing up to 90 days. Gemline® cannot guarantee in hands dates for international shipments (excluding Direct Import orders) due to potential customs and shipping delays. Gemline® cannot ship the following Brands internationally (outside of US and Canada): Igloo®, MiiR®, RuMe®, Samsonite, American Tourister®, Hartmann, Zebra®, and Gourmet Expressions®.

## Terms and Conditions

### Over Runs/Under Runs

We reserve the right to ship 5% over or under and bill accordingly. In the case of under-runs of 5% or less, Gemline® reserves the right not to decorate the balance of the order. For a fee of \$30.00 (V), we will ensure your exact order quantity is shipped.

### Payment Terms

Net 30 days.

### Cancellations

All orders are considered firm. Cancellations will be accepted only if merchandise has not been decorated. Cancellations must be made in writing and received by Gemline®; phone cancellations are not acceptable. Gemline® will accept return of blank merchandise if return authorization is obtained prior to return, and if merchandise is returned within 30 days after original shipment. Merchandise must be unopened and in original cartons. There will be a 20% restocking charge for returned merchandise. We do not accept returns on the following products: drinkware, food, ear buds, virtual reality headsets, or lithium batteries. Please call for RMA.

### Patents

A number of items or features in this catalog are the intellectual property of The Gem Group, Inc. and are patented or patent pending. This includes, but may not be limited to the Quadrafold(TM), FlipTuck(TM), Logomagic(TM), Molded Pen Holder, Collapsible Party Cooler, Grill Master Apron Kit and Life in Motion(TM) Checkpoint-Friendly Products.

### Disclaimer

All orders subject to product availability. We cannot be liable for delays in delivery or product availability due to issues associated with customs, shipping, natural disasters, or human inflicted disasters. Due to manufacturing tolerances, all product dimensions have acceptable variations of 1/4", decoration also allows 1/4" variation. Product color may vary slightly from website image. We recommend you review actual sample before order confirmation. Gemline® cannot guarantee continuity of exact shade, color, size, weight, texture, colorfastness or construction of finished goods. On our non-woven products, white ink and PMS color matches may be influenced by the underlying color due to the transparent nature of the ink. We cannot guarantee continuity of products if washed. Any discrepancies in quantity received must be reported to Gemline® within 48 hours of receipt. We periodically monitor calls for training purposes to ensure quality customer service. Logos shown on this website are for illustrative purposes only and do not imply endorsement and are not for sale except by authorized owner. All original art is held for one year only.

Gemline® is a registered trademark of The Gem Group, Inc.

Igloo® is a registered trademark of Igloo Products Corp.

Moleskine® is a registered trademark of Moleskine SpA.

Samsonite is a registered trademark of Samsonite IP Holdings S.à.r.l.

American Tourister® is a registered trademark of Samsonite IP Holdings S.à.r.l.

MiiR® is a registered trademark of MiiR.

RuMe® is a registered trademark of RuMe Inc. Corporation Delaware.

Anker® is a registered trademark of Anker Innovations Limited

Corkcicle® is a registered trademark of Corkcicle

### **The Quality Certification Alliance (QCA)**

Gemline® is an accredited member of QCA. QCA is an independent, non-governmental, not-for-profit accrediting organization for industry suppliers.

The QCA certification is a comprehensive, third party audited assessment and accreditation of member's compliance efforts and achievements.

This certification helps protect your brand and reputation by offering compliance with the highest product standards in the market.

### **Compliance**


Gemline® is compliant with state and federal regulations. Our complete product line is compliant with the new Consumer Products Safety Improvement Act (CPSIA). In addition, we also offer a broad range of products that are designed specifically for use by children 12 years and under. Visit Gemline.com for more information on our corporate policies and statements.

### **Inventory Commitment**

In the unlikely event we do not have the product you are looking for, we will work with you to meet your specific needs.



## Gemline Decoration Charges Guide

	Set-Up Charge per Logo/Art	Run Charge per Piece, per Location				Personalization	Lead Time		Colors	
		6-99	100-299	300-999	1000+		Standard	FastTrack		
	1 Color \$65 (V)									
	2 Colors \$110 (V)	\$1.08 (V)	Included with First Location				Gold or silver foil printed personalization is available on select padfolios and notebooks for a \$1.69 (V) run charge.	4-7 Days with no proof 2-5 days after proof approval	1-3 days, up to 3 colors	No charge for PMS color match. Gold or silver foil print available on ribbons. Print Wrap 1 color only.
	3 Colors \$110 (V)	\$1.54 (V)	\$0.86 (V)	\$0.65 (V)	\$0.49 (V)					
	4+ Colors \$110 (V)	\$1.93 (V)	\$1.25 (V)	\$0.99 (V)	\$0.79 (V)					
Writing Instruments set-up is no charge	\$0.12 (V) additional color run charge, per color on Writing Instruments, applies to any order quantity	\$1.55 (V)	\$1.24 (V)	\$0.99 (V)						
<b>Deboss</b>	\$65 (V)		Included with First Location.				-	4-7 Days with no proof 2-5 days after proof approval	1-3 days	-
<b>Laser Engraving</b>	\$65 (V) Writing Instruments set-up is no charge		Included with First Location				Available on select drinkware and writing Instruments. \$1.69 (V) run charge	4-7 Days with no proof 2-5 days after proof approval	1-3 days	-
<b>Laser Wrap</b>	\$65 (V)	\$1.93 (V)	\$1.55 (V)	\$1.24 (V)	\$0.99 (V)	-	4-7 Days with no proof 2-5 days after proof approval	-	-	-
<b>Foil Stamp</b>	\$65 (V)		Included with First Location				-	4-7 Days with no proof 2-5 days after proof approval	1-3 days	Silver or Gold
<b>Additional Location Charge per Piece</b> (applies to print, deboss, laser and foil stamp)		\$1.08 (V)	\$0.86 (V)	\$0.65 (V)	\$0.49 (V)	No additional location charge for Personalization.	Add 1 day to Standard Lead Time for an additional location	One location only for FastTrack	-	-
<b>Full-Color</b>	\$110.00 (V) \$25 (V) Gourmet Expressions Greeting Cards	\$1.93 (V)	\$1.55 (V)	\$1.24 (V)	\$0.99 (V)	Available on Gourmet Expressions Cards. \$4.95 (V) run charge	5-7 Days with no proof 3-5 days after proof approval	-	-	Exact color match is not available with CMYK. *
<b>Heat Transfer</b>	\$110.00 (V)	\$1.93 (V)	\$1.55 (V)	\$1.24 (V)	\$0.99 (V)	-	6-8 Days with no proof 4-6 days after proof approval	-	-	Exact color match is not available with CMYK. *
<b>Logo Dome</b>	\$65 (V)	\$1.08 (V)	\$0.86 (V)	\$0.65 (V)	\$0.49 (V)	-	5-7 Days with no proof 3-5 days after proof approval	-	-	Exact color match is not available with CMYK. *
<b>Embroidery</b>	\$110 (V)	\$2.48 (V)	Up to 10,000 stitches: \$2.28 (V)		\$1.98 (V)	\$1.68 (V)	4-7 Days with no proof 2-5 days after proof approval	1-3 days	Robison-Anton Thread.	
\$0.39 (V) for each additional 1K stitches after 10,000.										

\*We will match as closely as possible at no charge. Half MOQ available for a less than published decorated item minimum of \$75 (V). Some exclusions may apply. Virtual proofs are offered at no charge.

Actual Proof Fee is \$40 (V) for all decoration methods. Fee does not include set up cost based on decoration method, cost of item or shipping cost. Unless specified, actual proofs will be sent via overnight shipping. There is no set-up charge for repeat orders within 24 months of original order date - applies to print, laser, foil stamp, full-color, and embroidery. There is no set-up charge for repeat deboss orders within 13 months of original order date.

Gourmet Expressions items are not available under FastTrack. Standard Lead Time for Gourmet Expressions items is based upon decoration method and quantity.