

# GENERAL INFORMATION

www.shepenco.com/info

## Acknowledgements

Factory acknowledges all orders via 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 of \$25.00(G) customer. Artwork is returned upon request. Factory maintains files of art for up to three years from original order date. Union Bug: Not available.

## Assorted Color Orders

Assorted orders that do not specify item color will be chosen at the plant's discretion. 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 not imprinted.

## Change of Copy, Ink, or Foil

Pencils: \$15.00(G) per change, 500 minimum per run

Pens: \$15.00(G) per change, 250 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. All copy set reading left to right as a right handed imprint unless otherwise specified.

## Copy Proofs

Submitted only upon request. No Charge for first electronic proof. Each subsequent electronic proof: \$15.00(G) per proof. All approvals and changes must be confirmed in writing. Product proof: \$60.00(G) plus shipping. Virtual proof: \$15.00(G). Proofs must have signed 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). 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 pencil or pen orders cannot be cancelled after receipt by the factory.

## PMS Imprint Color Matching

Add \$30.00(G) per color.

## Production Time

Standard Production Time on most items is 5 to 7 working days. 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: Pencil and/or Pen Orders for less than minimum quantity shown in the catalog will be billed at the minimum price plus \$40.00(G) per order. Absolute minimum is one-half the published minimum. Less than minimum exceptions: Create-A-Pencil and Transfers. Overruns/Under runs: 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. Photos of defective or rejected products must be submitted before approval can be authorized. If product is damaged during shipping, buyer must make a claim with shipping provider.

## RUSH or SAME DAY SERVICE

Rush or same day service availability must be confirmed by factory before ordering. Standard shipping - every attempt will be made to accommodate orders requested for shipment in less than the normal published delivery time. Same Day Service order and vectorized art must be received at the factory by 9:00 AM Central Time. All rush orders are subject to credit approval. Rush and Same Day Service orders will be charged a \$20.00(G) rush fee and be charged first column pricing. Must have vector art with all text converted to outlines. All proofs are waived on Rush orders. Quantity limits apply for all Same Day Service orders.



## Sample Policy

All sample requests must be faxed, e-mailed or mailed. Factory ships USPS standard by default. If more expedited method is requested, requestor will be invoiced or required to provide a UPS shipper number. Random samples are at no charge.

## Sharpening

Sharpening Regular Pencils \$25.00(G) per M.  
Sharpening Jumbo Pencils \$40.00(G) per M with a minimum of 1000.  
NOTE: Sharpened pencils may become contaminated with graphite dust during shipment especially on light-colored pencils. 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 are not responsible if carrier delays delivery.

**All prices are F.O.B. 37160 factory.** Shipments are sent freight pre-paid unless otherwise specified.

**Split shipments:** Catalog per M prices covers the initial shipment; add \$10.00(G) for each additional release(s).

**Drop shipments:** No charge for up to 6 drop shipments on pencils & pens. More than 6 drop shipments are \$10.00(G) each. Factory uses plain labels. For your convenience, we can use a valid 3rd party UPS billing number for freight charges. There is an accommodation fee of \$5.00(G) per order for this service. Drop shipments may increase production time. Shipping addresses must be provided on Excel spreadsheet.

**FedEx Handling Charge:** \$20.00(G) per order.

## Stock Imprint Colors

See catalog general information for standard colors. Note: Color may imprint differently on colored barrel. Many stock foil colors are available for hot stamping imprints on round pencils. Pencils and pens may have different stock imprint colors due to different ink formulas. Please see the general information page in the catalog.

## Warning for Attitood™ Pencils

Severe weather conditions may affect the finish of the mood pencils.

## The Fine Print

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

ASI#86850 SAGE: 57350 PPAI# 114083  
UPIIC: SHEPENCO Distributor Central: 101233

## The SHEPENCO® LINE 2021

### CATALOG EFFECTIVE 1/1/2021:

(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) )

Factory reserves the right to alter prices due to market conditions. Visit [www.shepenco.com](http://www.shepenco.com) for current pricing. Factory reserves the right to refuse your business if you have an attitood.