

Hot-Seat factsheet

PRODUCTION

COLORS

All colors vary with the printing process, depending on the surface and the color of material printed on. Our standard ink colors are shown below. For PMS matches or custom color matches, a charge of 35,00 € per color (v) will apply.



ARTWORK

Production-ready, pre-separated, black-on-white, laser printed, spot color artwork is preferred. Electronic files should be submitted in Adobe Illustrator, Adobe Photo shop (Macintosh preferred). All type should be converted to outlines to eliminate font issues. All art files and fonts used within the final design must also be submitted with the final master files.

Artwork submitted in any other software may incur art charges. Typesetting and/or artwork services available at 75,00 €/hr. (v) and may apply if usable artwork is not supplied. CDs are the preferred disk type, although e-mailed art files are also accepted. TIFF, PDF or EPS file formats are preferred. Web formats such as GIF (unacceptable), and JPG often don't contain enough digital information to produce acceptable artwork and should be avoided.

Always include a hard copy of artwork with order. If artwork is e-mailed, please fax us a hard copy, too. Submit artwork to: info@hot-seat.de.

NOTE: *It is highly recommended that you have your designs prepared by a graphics professional. They have the tools and knowledge to provide artwork that will produce the high quality print you deserve.*

PAPER PROOFS

We do not proofread or spell-check your submitted artwork. Hot-Seat is not responsible for any errors on submitted artwork or on printed products after paper proofs are approved. Since files can corrupt or change from computer to computer, customer is responsible for checking that the paper proof matches their submitted artwork.

SAMPLES

Samples are provided at end-quantity pricing. All samples under 10,00 € ship at no charge. Customer must provide UPS Account Number or shipping company account customer number. There are no refunds on samples applicable.

PRE-PRODUCTION SAMPLES

75,00 € (v) charge for all one-color preproduction samples. For additional colors add 55,00 € (v) each.

PRINTABLE AREA

Items vary in size.



BLOCK ADS AND BUSINESS CARDS

Not included with free set-up. Set-up cost @ 85,00 € per hour (v), maximum 24 blocks @ 2.50"x 1.66".

TERMS

All custom imprinted orders require a 50% deposit with purchase order, balance due upon receipt of shipment on all orders. Production will not begin until prepayment is received along with approved artwork.

Please allow a 5 day period for check clearing if making payment other than a money order or bank check/transfers. For credit terms of Net 30 days, credit references must be supplied. Please allow for additional processing time for responses. Past due invoices are subject to a 1.5% per month interest charge.

CHANGES AND CANCELLATIONS

Any change, other than quantity, to the order once in production will be billed for any work done. Changes in quantity can be made prior to the start of production. If cancellation is necessary all costs incurred prior to production will be invoiced. Cancellations must be in writing and acknowledged by Hot-Seat. Adding or changing artwork after proof approval will result in additional charges. No refunds available.

OVER AND UNDER RUNS

5% over or under run constitutes a complete order.

LESS THAN MINIMUM ORDER QUANTITIES

75,00 € (v) additional charge for all orders less than first column quantity.

DELIVERY AND RUSHES

Unless otherwise specified, normal production is 14-21 working days after artwork approval date. Also depending on order size. A rush charge will apply for items required earlier. Allow extra time without camera-ready artwork and for orders in excess of catalog quantities.

SHIPPING

- All orders are FOB our factory in Massachusetts USA.
- Orders will be shipped the most convenient way unless otherwise specified.
- Goods lost or damaged after leaving our facility are the responsibility of the carrier.

RETURNS

All claims must be submitted in writing within 10 days of receipt of goods. No merchandise will be accepted without prior authorization and a return number issued by Hot-Seat.

NOTE: *Some of the artwork, designs and trademarks although prepared by us, are reproduced only as examples of the type and quality of products available. They are not intended to represent that the products are endorsed or produced by the owners of the artwork, designs, or trademarks.*

All orders containing trademarks must follow with a licensed trademark agreement from the originator.

RIGHTS TO PROMOTION

We reserve the right to use all logos in our advertising and displays, unless otherwise notified in writing at the time of placing your order.