

Worldwide Pens DIRECT General Ordering Information

We strive to make ordering promotional pens and lenZcloths™ easy and convenient. If you do not find the information you need here, call our toll-free customer service line, 877.510.7367, or email us at info@worldwidepens.com.

Production Time

Production time for listed quantities is approximately 5 business days following receipt of your order, art, and credit approval. If you have a special rush request, please call us and we will do everything we can to meet your needs.

Shipping & Quantity Information

Charges for shipping from our facility in Peoria, IL, will be added to your invoice. All orders will be shipped by UPS ground unless otherwise requested. All claims should be made within two weeks of receipt and returns will only be accepted when accompanied by a return authorization number (call 877.510.7367 for assistance). Our imprint methods may result in over- or under-runs of 3%. The first quantity listed on the price list is our minimum order size.

Terms

We accept MasterCard, Visa, or American Express. Dun & Bradstreet-rated companies may establish an open account by submitting a completed credit application for approval (call 877.510.7367 for an application; this process may take one to two weeks). Our open account terms are net 10 days; past-due accounts will be subject to a 1.5% monthly service charge. Sales tax will be added to invoices of orders shipped within Illinois. Orders are binding only after acceptance by Worldwide Pens Direct. Prices are subject to change without notice.

Art

Please submit a digital art file, whenever available.

For digital art submitted either on disk or by email, EPS format, such as Adobe Illustrator® for Macintosh®, is preferred. Please note the following guidelines when submitting digital art:

- All fonts should be converted to outlines. If not converted, we may need to reset type.
- All copy should be 6 points or larger and generally, lines should be no thinner than .5 point.

- If your imprint requires type set or additional type, we will add it at no charge. We will choose a suitable typestyle or use one closest to yours.
- Include all files that have been placed, embedded, nested, or imported into your art.
- Photos or bitmapped art must be at least 300 ppi at the size to be printed.
- Email art to info@worldwidepens.com and reference your purchase order number.
- If your art is not in a usable digital format or requires modifications to print well, art charges may be incurred. Our rate for production art services is \$75.00 per hour. You will be contacted for approval of any charges.

We will email a preview of the final layout to you for approval.

Imprint Colors

Our standard imprint colors (PMS equivalent) are:

Black	White
Red(485c)	Dark Green (343c)
Light Yellow (Yellow)	Golden Yellow (123c)
Orange (021c)	Brown (463c)
Purple (2755c)	Dark Blue (Reflex Blue)
Green (347c)	Teal (320c)
Light Blue (Process Blue)	Gold Metallic
Silver Metallic	

For non-standard colors, specific PMS colors can be mixed at no additional charge. Color matching can only be done for white pens. Actual pre-production samples cost \$25.00 per imprint color. A no-charge pre-production proof will be provided for orders \$2,000 or greater.

Authorization

By placing an order with Worldwide Pens Direct, your company represents and warrants that it has the authority to order, purchase, and distribute pens containing the names, trademarks, logos, copyrights, etc. in your order. Your company also agrees to indemnify, defend, and to hold harmless Worldwide Pens Direct and its affiliates and representatives from and against all claims, liabilities, and expenses (including attorney fees) arising out of or related to an actual or alleged infringement or misappropriation of any trademark, copyright, or any other intellectual property involved in your order.