

ORDER INFORMATION

Purchase Orders - All orders must be submitted as an attached document (PDF, Word, Excel) via e-mail to ensure accuracy and are subject to approval. Any scanned orders must be legible. Please have the PO number in the subject line & attach artwork. (See Artwork guidelines on pages 62-63 for more information on artwork submissions).

Please include as much information as possible, as orders can be delayed due to missing information (shipping address & account number (if third party or collect), item code, size & color, imprint type & color (if needed), any rushes, promo codes to be used, etc.).

Different sizes of bags using the same plate can be combined for print and hot stamp lot charges.

Please be advised that case breaking is not available and orders must in full case quantities.

For plain stock, the minimum order quantity is 1 case.

For Post Printed items, the minimum order quantity is 2 cases per item. (We can accommodate only imprinting one case, but a "One Case Fee" will need to be added per bag size/per order).

We will acknowledge every purchase order received in writing prior to production. Please review your acknowledgement carefully and contact us immediately if you see any discrepancies. (If changes need to be made, please refer to the "Cancellations and Changes" section below).

Pricing is subject to change at our discretion, and any pricing changes will be sent via e-mail.

Any pricing quotes will be sent in writing via email. Pricing quotes given over the phone are not valid and will not be honored.

For any new customers, you will need to be fully set up in our system before we process your purchase order. (See Payment & Credit terms section).

Changes and Cancellations - All changes to orders or cancellations of orders, must be in writing via e-mail and will not be honored unless it's acknowledged by Packaging Solutions. An updated purchase order document may need to be submitted for major changes.

Any changes made to an order may delay production & shipping and can only be accepted if the order has not begun production.

Changes or cancellations after acknowledgement are subject to all incurred costs including artwork, set up, plate charges, and any already produced bags.

If a plate was created before a cancellation was sent in, we will keep the plate on file here at Packaging Solutions unless it is specifically requested for the plate to be shipped to the customer or distributor.

Additional Fees - For Flexo-ink orders, Metallic ink charge is per 1,000. Custom Ink charge is per color per order.

Foil/Ink Change Fee is per extra color per order. One Case Fee is per size only imprinting 1 case/per order.

Plate Information- Due to normal wear and tear of plates, Hot Stamp and Flexo-ink plates may need to be repurchased by the customer & remade if they are deemed

unusable by our Production Department.

Plates are only kept on file for 3 years. After 3 years they will be discarded or recycled. All Flexo-Ink & Hot Stamp orders that have not been reordered in 3 years and plates have already been discarded will require artwork to be sent to create new proofs and new plates.

Plates are kept on file here at Packaging Solutions and will not be shipped to a designated party, unless otherwise stated, even if an order is cancelled after plates are created (see Cancellation section below). Plates can be requested to ship to the customer or distributor for a Plate Return Fee.

Any plates produced during a free plate promotion remain the property of Packaging Solutions. Customers or distributors may request these plates to be shipped to them; however, the plate must be purchased at that time and will be subject to both the plate cost and the applicable Plate Return Fee.

Post-Dated Orders - Post-dated orders are scheduled to ship on the specified future date of your choosing. These orders will begin production in time for that designated shipping date.

However, if you or your customer needs the order earlier than planned, please notify us at least 10-15 business days prior to the newly requested shipping date to allow us to adjust production.

Requests made fewer than 10 days before the desired shipping date may require a rush production fee to meet the updated timeline. Without sufficient lead time, we may not be able to accommodate expedited production without these additional fees.

Returns - Only plain, non-imprinted bags may be returned for credit. We must be notified and a return authorization number assigned within 30 days of the shipment date. A 20% restocking fee will be applied as well as all original freight and return freight charges incurred.

We will issue return labels to get the items back. The return will be processed within 2-3 business days. The email with the return labels will come from UPS directly. Any old UPS/shipping labels need to be removed from the packages. The return labels will only be valid for 1-2 weeks (the label instructions will indicate the validity timeframe). Once the return labels are affixed to the returning cases, they can then be given to the customer's usual UPS driver or dropped off the nearest UPS location.

Packaging Solutions will not issue a credit until the product has been returned to our warehouse in the original packaging & it must be in a resellable state. We may ask for samples to be returned for inspection prior to authorization.

Inventory Availability - All orders are subject to acceptance based on inventory availability at the time. We cannot be held responsible for any inability to ship orders due to stock shortages & the order will not be cancelled until we receive a cancellation request in writing.

Orders that can be partially shipped will have the remaining amount placed on back-order and will not be cancelled until we receive a cancellation request in writing. Once product has been replenished, we will fulfill any back-ordered orders.

Payment & Credit Terms - New customers must complete a New Account Set Up Form and provide Resale Certificates (Uniform sales & tax form) for each state you are set up to resell our products.

New & existing customers wanting to establish credit terms (Net 30 days) must complete a Credit Application and provide credit references. Please allow 1-3 weeks for the credit application process, and please make sure your information on your application is correct for your references to ensure the application is processed in a timely manner. Packaging Solutions is not responsible for delays if contact information is wrong, or if your references do not reply in a timely manner.

All orders paying by Credit card will be processed but not go into production and will not be released to ship prior to payment being received.

We do not charge fees for Credit card payments, but we only accept Visa & Master Card. We do not take payments over the phone or through email for security reasons and to ensure your information stays safe. Any payment request will be send via email from our Accounting Department via a link.

A Late Payment Fee charge of 1.5% per month will be added to any outstanding balances that have not been paid within the payment terms.

SHIPPING INFORMATION

FOB Carrollton, TX 75006

Any delivery dates are estimates, not guarantees. Packaging Solutions is not liable for late deliveries.

Small Package Shipments – Please specify any in-hands dates or preferred shipping method/carrier on your purchase order. If no account information is provided, we reserve the right to determine shipping methods for your orders to meet your in hands date.

Daily pick-ups are scheduled for UPS & FedEx. (See Transit maps on [page 61](#) for standard ground transit times). Other carriers will have to be scheduled for the next possible business day.

Addresses must be classified as Residential or Commercial. We will not be responsible for any extra incurred fees due to incorrect classifications, and we reserve the right to send additional invoices for any extra incurred fees after the invoice is sent.

Third Party & Receiver (Collect) Shipments

If you supply a carrier account, please specify if the account is a Third Party or a Receivers account to ensure correct billing. We also need a valid/active account number with the account holder's name, complete billing address, & phone number.

All shipments sent on customer shipping account numbers (3rd party or collect) will incur a handling charge per shipment.

If a shipment is using a third party or received/collect, we will not be responsible for any lost or damaged goods or designated carrier delays. Any claims will need to be made by the account holder as we will not be able to make claims on the account holder's behalf.

LTL Freight & Truck Shipments - Any needed accessorial charges (Inside delivery, lift gate, residential/limited access deliveries, appointment deliveries, COD, redeliveries, & special deliveries) will incur additional fees wrapped into the shipping quote. PSI is not responsible for the rates that each shipping company charges for any accessories.

Any accessorial needs must be stated on the purchase order, quote request, or in writing via email.

If accessories are not provided but are later deemed required and added by the third party trucking companies, Packaging Solutions has the right to submit additional invoices after the original invoice is sent if necessary for the additional surcharges and extra charges.

International Shipments - Any shipments outside the U.S. including Alaska, Puerto Rico, Hawaii and the Caribbean must be shipped via a third-party account. All duties and taxes will be charged to the third-party shipper account provided.

A commercial invoice must be provided to us prior to shipment.

Customer Pick Up - Customer pick up or customer arranged pick-ups must be picked up within three weeks (15 business days) of being notified that it is ready for shipment to avoid incurring storage fees (see storage fees section).

The person or carrier picking up the order must provide the PO number and the company name for the shipment to be released.

If trying to arrange pick up for a plain stock order placed the same day, the order must be submitted before 12pm central time to be available to be picked up the same day if on terms.

If paying by credit card, any Customer Pick Up Orders will not be released until payment has been received.

Storage Fees - For all orders (Plain, Post Printed, or Custom), any completed order stored at our facility for more than 15 business days will incur a Storage Fee of \$20 per day. This fee applies to delays due to various circumstances, including but not limited to: awaiting receipt of a Bill of Lading (BOL), awaiting customer pickup, pending payment required for shipment release, awaiting corrected shipping information, or other similar situations.

Split Shipment - A split shipment charge will apply for each additional ship-to address, up to (4) addresses. For split shipments to five (5) or more addresses, PSI will process the order as separate sales orders and issue separate invoices.

Shipping Quotes - Any shipping estimates given before a purchase order is sent to Promo PSI is only informational and is subject to change.

Small package shipments & LTL Freight quotes will always be sent in writing via e-mail & estimates given over the phone are not valid.

Quotes are only valid for 5 business days. All special requirements (lift gate, residential, appointments, inside delivery, etc) must be provided at the time a quote is requested.

Claims for Incorrect, Misprinted, Defective

Items - Any claims for incorrect, misprinted, or defective merchandise must be made within 30 business days of receipt of order.

If your order is incorrect, misprinted, or defective, all supporting information must be sent to the customer service department along with multiple pictures. Packaging Solutions reserves the right to request the items be brought back for inspection before any credits, refund, or reprints are issued.

If items are brought back for inspection, but the items are deemed acceptable by PSI, the invoice will need to be paid in full, along with any return and reshipment fees to send the merchandise back to the customer.

Claims for Damaged Items - All shipments must be checked immediately upon arrival. Any visible damaged must be written on the bill of lading or documented by the shipping company by both the driver and receiver.

Any claims for damaged merchandise must be made within 30 business days of receipt of order if shipped via Prepaid & Add.

If products are damaged during shipping, the customer must let the carrier know of the damages prior to accepting the shipment and take pictures for claims purposes. All damaged items must be kept by the customer until the claims process is complete.

Additional Shipping Information - Packing Lists will not automatically be provided. If a Packing List is needed, you need to request it on your purchase order, or you can provide one. We are not responsible for any pricing discrepancies for additional surcharges and extra charges added on by third party trucking companies.

Double-check the address before submitting your order. Any address correction fees will be automatically submitted as an additional invoice if the address was submitted incorrectly to Packaging Solutions.

We have the right to submit additional invoices after the

original invoice is sent or any extra fees, freight, duties, & taxes as necessary. These invoices will be dated to match the original ship date of the order.

Weights listed in our catalog are approximate weights per case. We cannot be responsible for variances in actual freight costs versus freight quotes.

PRODUCTS & PRODUCTION

Product Information - Item dimensions may vary +/- .5" to 1". Although we strive for consistency in color, some color variations may occur as a result of factory production lots.

Due to different viewing screens, product photos and color swatches in this catalog are approximate.

Plain & Post Printing Production Information

- Plain unprinted orders are shipped within 24-48 hours purchase order receipt (or after payment receipt if not on credit terms).

Hot Stamped & Flexo-Ink Printing orders lead times is 10-15 business days and begins after digital proof approval (or payment receipt if not on credit terms) for quantities of 6,000 or less. For more than 6,000 impressions, contact the customer service team for a lead time quote.

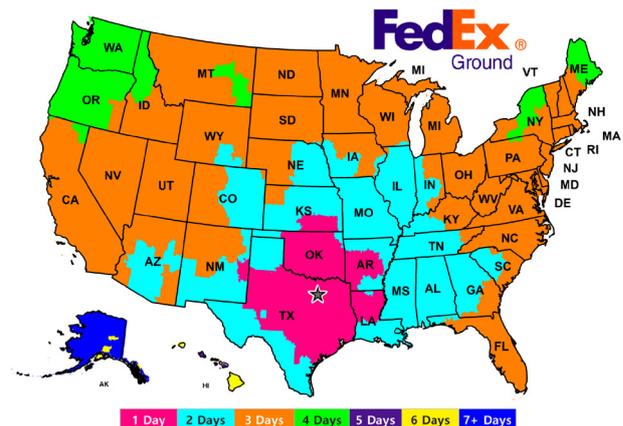
Rush Services are available for Hot Stamped & Flexo-Ink Printing orders under 3,000 impressions. Rush lead time will begin after proof approval (or payment receipt if not on credit terms).

- 7 working days = 10% of total order
- 5 working days = 20% of total order
- 4 working Days = 30% of total order
- 3 working Days = 50% of total order

Pre-Production Press proofs are available for a fee plus the cost of plates and art charges (if any). A Plate Return fee will be charged per transaction requested.

Please allow for extra days for larger orders that require LTL Freight carriers to be scheduled. Packaging Solutions is not responsible for delays due to carriers picking up.

Custom Overseas Orders - Custom overseas orders are available. Minimums vary based on bag type and size. Custom orders not placed in over a year require a proof for artwork verification. If there is any discrepancy in the order details that raises concerns about the artwork, a proof will also be required. Custom orders may require a prepayment based on credit terms. Please call your sales representative for more details. Please note, orders placed (and orders still in process) in January and February may run into the Chinese New Year holiday and may have longer lead times.



Custom Insignia Orders - Bag dimensions may vary +/- 1/8" to 3/8". Although we strive for consistency in size, some size variations may occur.

Ink drawdowns will be ordered after proof approval for custom PMS colors. Drawdowns must be approved before production begins. Ink variance is normal during production.

In the event an ink drawdown approval is waived, Packaging Solutions assumes no liability for color variation. Final ink color approval shall be determined at the sole discretion of Packaging Solutions.

Overall Production Lead time is 6-8 weeks (depending on bag sizing) if no unforeseen delays and starts after ink drawdown approval is received.

Disclaimers - All orders are subject to product and production material availability. We are not liable for non-fulfillment of orders due to product shortage, delays due to strikes, customs, shipping, weather or any other unforeseen circumstances beyond our control.

10% over run / under run is acceptable in our industry. All overruns are subject to invoicing.

ARTWORK & PROOFS

Artwork Submission - All artwork, copy, logo size, and bag layout are subject to our approval.

We require vector artwork for all orders. Acceptable file extensions: .ai, .eps, and .pdf. Other file types or images may be acceptable if the file size is large enough, but will be subject to pre-approval by the art department.

Content inside the artwork file must be vector graphics. All fonts need to be converted to outlines, and any stokes must be expanded.

We recommend that you send us a copy of your artwork prior to submitting an order so that we can determine if we can print the artwork on the product that you would like.

Artwork sent via e-mail must reference the purchase order number in the subject line if not sent with the purchase order. On orders with multiple colors, please indicate color breaks on your artwork. We will not store digital artwork for longer than a 3 year period.

We prefer to not add websites, addresses, or make major changes since we are not in direct contact with the end user. If any charges besides resizing is wanted, it's best that you send a revised art file to the art department, otherwise art changes may be added to the order.

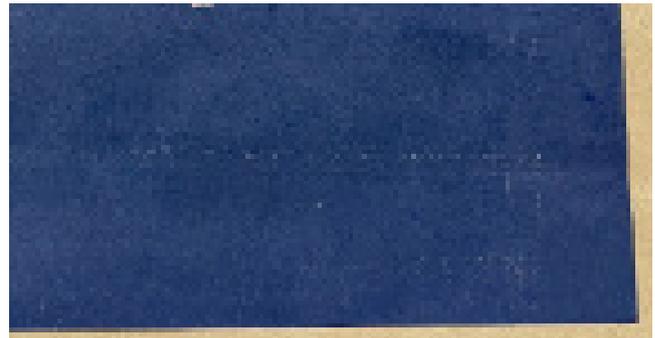
Full Artwork Recreation, or artwork that takes longer than 15 minutes to clean up, will incur art changes perquarter hour & will be added to the purchase order.

Trademarks, Copyright, & Use of Logos - All artwork & logos with or without trademarks, copyrights, and registration marks are shown in this catalog to demonstrate our post-printing capabilities and are not for sale. Any imprints in this catalog are for illustrative purposes only.

By placing an order with us, you represent and warrant that you have all the necessary permissions, rights and authority to place the order and you authorize us to print the artwork/logo received on your behalf. You grant us the right to copy, modify, distribute, and create vectorized content you send for the purpose of fulfilling your order and/or marketing products or services to you. Moreover, you represent and warrant that you have sufficient rights to permit us to copy, distribute, use, modify, the artwork for the purpose of fulfilling your order and/or marketing products or services to you.

Proofing - PDF versions of proofs will be sent to you via e-mail. Approved proofs must be signed and sent back to our art department for the lead time to begin. Placement of the artwork is approximate.

We will proof up to 2 proofs per order; for more than 2 proofs there will be a charge per proof.



Example of heavy ink coverage on large area.

Imprint Disclaimers - Ink or foil that is close to (or similar to) the same color of the bag being used, may not be visible.

Large areas of heavy coverage can appear patchy and uneven due to the crease from the gusset flap.

Text must be a minimum font size of 9 points to print legibly. (Some fonts may need to be bigger, depending on the areas inside letters, or if letters are too thin. Smaller sizes may have fill in, not print, or be illegible.)

Some artwork may need a white space placed in-between different pieces, to help with readability of the artwork.

Reversed out areas, small details, and tiny type may experience fill in. Thin lines & text may have to be adjusted and made thicker for visibility on the actual plate itself.

Registration marks and Trademarks may need to be adjusted to be visible, or to not have fill in.

Gradients and/or areas at less than 100% opacity (screens) will print as dots, not as a lighter color. The DPI (dots per inch) frequency will depend on the artwork. Any small details will not be visible as dots, and text may not be legible. Solid text laid over a screen may need white space added around to help with readability.



Digital artwork with varying levels of opacity.



Image as it would appear once printed with the screens.

Registration Tolerance- For Hotstamp Imprinting, as much as 1/8th of an inch of artwork shifting in any direction in the possible due to manual feeding.

For Flexo Ink Printing, as much as 3/8ths of an inch of artwork shifting in any direction in the is possible due to manual feeding.

Multicolor orders have a registration tolerance for each color as the imprint type as above in any direction.

Placement - Unless otherwise stated, the logo will be placed center best on the product and sized to fit in the Max Imprint Area.

Our production team will center the art as much as possible, but logos may be shifted slightly to help alleviate issues with the crease, fold, handle area, or sizing of the product.

Centering will be based off the image as a whole, so if placement needs to be based off the something specific and not the full image, we need to know before proofing or production.

Two-sided printing may be affected by the crease and fold of the bags, so the positioning may not be placed exactly center best on one or both sides.

Minimum placement on most products is 1" from the sides or bottom edge, and 0.5" below the handle area. (Please contact the art department for more information if needed).

If Special Placement is needed, please notate the measurements on the purchase order before we proof the order. Note that all measurements must be in 1/4" increments.

Some logos may look off-center due to Registration Mark and Trademarks. If placement needs to be based off the logo itself and not the full image, we need to know before proofing or production.

POST-PRINTING PROCESSES

Flexo-Ink Printing - Flexo-Ink is transparent, so any ink color will take on the color of the bag underneath.

On kraft and tinted color bags, most ink colors will appear darker and may not look exactly like the PMS color requested. White ink, metallic inks, and light-colored inks always appear dull in color and may not be very visible or legible on any kraft or tinted paper shoppers.

Multi-color artwork may be adjusted to add space in-between colors to avoid inks mixing during printing, if mixing will cause issues.

Inks are always laid lightest color first to darkest color last.



211 White Ink on Kraft Paper Shopper



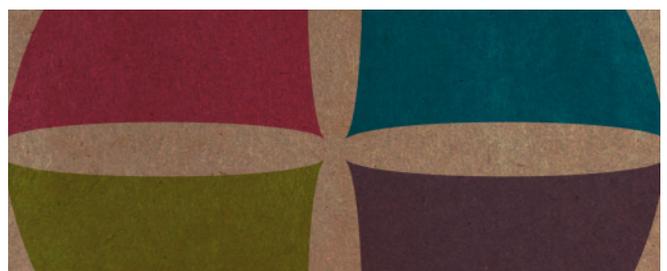
200 Metallic Gold (PMS 871) Ink on Tinted Black Paper Shopper



277 Sunflower (PMS 121 U) Ink on Kraft Paper Shopper



4 colors of Flexo-Ink on White Paper Shopper



4 colors of Flexo-Ink on Kraft Paper Shopper

Hot Stamp Imprinting - Foil can have an uneven edge due to the product material itself (especially non-woven bags).

Foils may easily flake off if intentionally scratched. Thin lines or points may break off from the plate or even damage the product and may need to be adjusted by the art department.

Foil colors similar to, or the same color as the product, may not be visible or legible.

Matte foils have a higher chance for fill-in due to the higher temperature needed for adherence. Metallic foils are recommended for artwork that has smaller details, thin lines, or small text.

2-sided orders have more potential to crease the foil during the printing process. A smaller plate may need to be made to avoid the crease depending on the artwork.



113 Matte Navy foil on 8494MNV



119 Matte Black foil on 0810BLT-M

Insignia Artwork- Artwork may have to be adjusted or reduced in size to fit within printing area of the bag size due to glue or ink overlap.

Any artwork overlapping above the serrated edge may appear on the bottom of the bag. The bottom gusset logo may be updated to have your company's logo if desired. However, we will always put "Made in USA by PSI" underneath as it is required for compliance with various bag labeling laws and ordinances that mandate manufacturer identification.

Insignia orders use Water based ink, but Solvent ink may be used only if deemed necessary by Packaging Solutions.

On Kraft paper, most ink colors might appear darker and may not look exactly like the PMS color requested, although it should be close.

White ink and light-colored inks may appear dull in color and may not be very visible or legible. Multicolor artwork may be adjusted to add space to help with registration alignment if inks mix during printing, so if mixing will cause issues, space may be added between colors. Inks are always laid lightest color first to darkest color last.

Application of varnish is at the sole discretion of Packaging Solutions and will be determined based on artwork requirements. The addition or removal of varnish may alter the appearance of ink colors and result in color variance.

Each color might shift in any direction 1/16th of an inch to 1/8th of an inch.

