

# Fenton Art Glass

## 2005 Sandcarving Sales Policy

### Minimum Order

Order must total \$100, not including artwork fees, shipping, handling or tax. Orders less than \$100 will incur a \$25 handling fee. Re-orders must also total a minimum of \$100.

### Discount Structure

Discount is calculated on the total cost of glassware only. Artwork fees, shipping, handling, and sales tax cannot be included in the discount offer. Discounts are calculated independently for each order/reorder.

Less than \$600	No discount
\$601 - \$1,500	less 5%
\$1,501 - \$2,500	less 8%
\$2,501 or more	less 10%

### Payment Terms

Fenton Art Glass accepts Visa, MasterCard, cashier's checks, money orders, personal checks, and cash.

Within two days of receiving your order, a special orders representative will contact you to:

1. Verify your artwork, text and item(s) ordered.
2. Arrange to get an electronic or print quality copy of your artwork, if not already provided.
3. Confirm the total cost of the order, including any special options (i.e. color-fill, second side carving, color-kote, etc.), art conversion fee, shipping, handling, and applicable sales tax.

Once your order has been shipped/picked up, an invoice will be mailed to you for payment. Payment terms are 1%, 15 days, net 30 days, meaning there is a 1% invoice discount if payment is received within 15 days and total payment is due within 30 days.

### Pricing

Prices listed for each item include the cost of the blank item, plus sandcarving on one side. The space available for sandcarving your artwork is limited to the size of the blank, but generally includes up to 3 lines of text or an image. The total price will be calculated upon conclusion of your customized selection of design options (product, color, carving one or both sides, color fill, artwork, etc.). Any applicable discounts will be applied to the total order (see "Discount Structure").

### Sales Tax

Sales tax will only be applied to orders shipped within West Virginia. West Virginia sales tax is 6%. If your organization is tax exempt, please supply a copy of your tax exemption certificate when you place your order.

### Overruns

Fenton reserves the right to ship overruns, which will not exceed 5% of your order quantity.

### Packaging

Fenton-made glassware will be labeled with an official 100<sup>th</sup> Anniversary Fenton Art Glass sticker. All sandcarved items will be individually packaged in a Fenton gift box, bearing the Fenton Art Glass logo. Each box will be labeled with any applicable product identification. The individual boxes will be packed into a master carton for shipping. Packaging can be modified, upon special request at time of order. Any additional fees will be applied prior to processing the order.

### Lead-Time

Standard orders will ship from our West Virginia facility within 4-6 weeks from receipt of order and approved artwork. If the actual lead-time will exceed this window, you will be contacted by e-mail or telephone.

### Rush Orders

Fenton Art Glass does not process rush orders. It is possible that an order would be completed in less than 4 weeks depending on factory capacity, however, we cannot guarantee anything less than 4-6 weeks.



### **Shipping Costs**

All orders will be shipped Fed Ex Ground, unless otherwise requested. Shipping costs will be included on your invoice. Customers may request rush shipment for an additional cost. Customers may also contact Special Orders to schedule an appointment to pick up an order at the factory in Williamstown, West Virginia.

### **Export**

Fenton Art Glass only ships sandcarved items within the United States.

### **Artwork**

To create a high quality sandcarved item and to expedite your order, we ask that you submit camera-ready artwork. Camera-ready art is a **high-contrast, black and white file** in which all artwork and text is complete and does not require any changes other than resizing. Photocopies, hand sketches or faxed artwork and logos do not qualify as camera-ready art. If necessary, Fenton Art Glass can generate camera-ready art from your letterhead, business cards, drawings, etc. Please note that additional charges apply for this process. We also have a library of images available to be used on sandcarved items. Please contact us if you do not have artwork available and are interested in using something from our library.

Your graphics can be emailed to us at [specialorders@fentonartglass.com](mailto:specialorders@fentonartglass.com). We are currently using a Windows system and prefer to receive EPS or AI files. However, we do accept files ending in JPG, TIF, or PDF. We do not accept faxed artwork.

### **Artwork Charges**

The following set-up charges apply to custom art/logo processing:

Text only - \$40.00

Logo only – Camera-Ready \$40.00

Artwork – Camera-Ready \$ 60.00

Call for a quote for non-camera ready art\*

\*Charge for generation of camera-ready art will be a minimum of \$80.00, depending on complexity of the design. The maximum charge will be set and agreed to before any work is done. Revisions to artwork created by Fenton Art Glass will be billed at a \$30 per hour fee.

Artwork is kept on file for two years. Re-orders requiring artwork still on file will not incur a new artwork charge. Reorders requiring revisions to art from a previous order (i.e. Date change or name change) will incur a \$40.00 charge.

### **Artwork Proof**

To ensure customer satisfaction, we prefer that our customers proof all orders. After the design is completed, and before it is sandcarved, we will email/fax/mail a visual sample of the project for approval. We will NOT proceed with engraving until approval is received.

### **Promotion Policy**

Fenton Art Glass reserves the right to photograph any special order item for promotional purposes. Fenton Art Glass may also retain any excess pieces from special orders to keep in our archives and/or use for sales promotion. The customer will not be charged for these samples.

### **Licensed Artwork**

Artwork submitted to us is assumed to be in full compliance with all applicable laws regarding trademark, copyright, licensing, etc. Fenton Art Glass reserves the right to require proof of authorization for any artwork.

### **Cancellation Policy**

If it becomes necessary to cancel an order, Fenton Art Glass will require payment for all work that has been completed at the time of cancellation. This may include artwork processing, material costs and any portion of labor that has already been applied to the project.

