

General Terms & Guidelines

ORDER INFORMATION

Purchase Orders - All orders must be submitted in writing (via e-mail at orders@onlinepsi.com) to ensure accuracy and are subject to approval. Please have the PO number in the subject line & attach artwork. (Artwork guidelines on pages 69-70)

Please include as much information as possible, as orders can be delayed due to missing information.

Repeat orders need to reference a previous PO# and/or plate folder number. To ensure accuracy please also send artwork if multiple images on file.

Due to normal wear and tear of plates, Hot Stamp and Flexo-ink plates older than 3 years may need to be repurchased by the customer.

All Flexo-ink & Hot stamp orders that have not been reordered in 3 years will be considered new orders. They will require artwork to be sent to create new proofs and new plates.

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

Please be advised that case breaking is not available & the minimum order quantity is 2 cases per item for any post printed orders.

PSI 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 in the catalog is subject to change at the discretion of Packaging Solutions Inc. and any pricing changes will be sent via e-mail.

Additional Fees - Flip the Flap Fee is \$29.17 per 1,000. (Applies to Paper, Poly & Euro Tote Shoppers with bottom and side gussets only).

For Flexo-ink orders, Metallic ink charge is \$29.17 per 1,000, and Custom Ink charge is \$58.33 per color per order.

Foil/Ink Change Fee is \$25 per extra color per order.

Changes and Cancellations - All changes to orders or cancellations of orders, must be in writing via e-mail and must be acknowledged by the customer service team. Changes or cancellations after acknowledgement are subject to all incurred costs including artwork, set up, and plate charges.

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

Returns - Only plain, non-imprinted bags may be returned for credit. Packaging Solutions 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 cannot issue a credit until the product has been returned to our warehouse in the original packaging & it must be in a resellable state. Packaging Solutions Inc. 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. Packaging Solutions cannot be held responsible for any inability to ship orders due to stock shortages.

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.

All orders will not be processed prior to credit term approval unless a pre-payment has been received. Credit card payments are accepted: Visa, Master Card, or American Express.

Late Payment Fee - A 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

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

Daily pick-ups are scheduled for UPS & FedEx. (See next page 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. Packaging Solutions Inc. will not be responsible for any extra incurred fees due to incorrect classifications.

(Continued on next page..)

Third Party & Receiver (Collect) Shipments -

All shipments sent on customer shipping account numbers (3rd party or Collect) will incur a \$5.83 handling charge per shipment.

If a shipment is using a third party or receiver/collect account, Packaging Solutions will not be responsible for any lost or damaged goods or designated carrier delays. Packaging Solutions will not be able to make claims on the account holder's behalf.

Please specify if the account is a Third Party or a Receivers account. We also need a valid/active account number with the Account holder's name, complete billing address, & phone number.

LTL Freight & Truck Shipments - Inside delivery, lift gate, residential/limited access deliveries, appointment deliveries, COD, redeliveries, & special deliveries will incur additional fees. Any of these must be stated on the purchase order & quote requests.

International 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 Packaging Solutions prior to shipment.

Customer Pick Up - Customer pick up or customer arranged truck pick ups must be picked up within two weeks of being notified that it is ready for shipment.

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

Split Shipment - Add \$5.83 for each additional address.

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

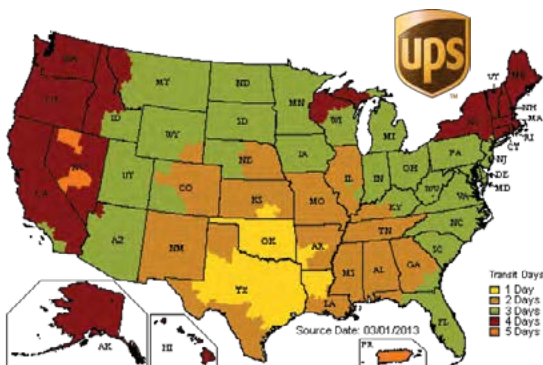
All special requirements (lift gate, residential, appointments, inside delivery, etc) must be provided at the time a quote is requested.

Quotes are only valid for 5 business days.

Other Shipping Information - Packaging Solutions is not responsible for any pricing discrepancies for additional surcharges and extra charges added on by third party trucking companies.

We have the right to submit additional invoices after the original invoice is sent or any extra fees, freight, duties, & taxes as necessary.

Any claims for defective or damaged merchandise must be made within 30 business days of receipt of order. Please make sure that if products are damaged you must let



your carrier know of the damages prior to accepting the shipment.

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

PRODUCTS & PRODUCTION

Product Information - Bag 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.

Product photos and color swatches in this catalog are approximate.

Production Information - Our normal lead time is 10-15 business days and starts after digital proof approval (for quantities of 6,000 or less).

Rush Services are available for Hot Stamped & Flexo-Ink Printing orders under 3,000 impressions. Artwork must be print-ready, requiring no art services. Lead time begins after proof approval.

- 6-9 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 \$58.33 plus the cost of plates and art charges (if any).

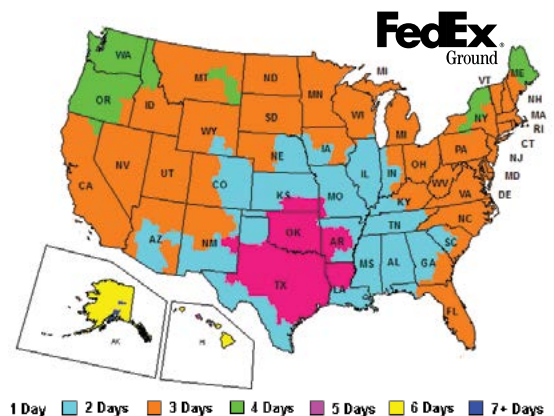
A Plate Return fee will be \$10.00 per transaction requested.

Plain unprinted orders are shipped within 24-48 hours pending payment (if not on terms). Please allow for extra days for larger orders that require LTL Freight carriers.

Custom Overseas Orders - Custom overseas orders are available. Minimums vary based on bag type and size. 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 orders may require a prepayment based on credit terms. Please call your sales representative for more details at 1-800-761-2626.

Disclaimers - All orders are subject to product and production material availability. Packaging Solutions Inc. is 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

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

We require vector artwork for all orders. Acceptable file extensions: .ai, .eps, and .pdf. Content inside the file must be vector graphics, all fonts need to be converted to outlines, and any stokes must be expanded.

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.

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. Please provide a PDF copy with your order so that we may verify the integrity of your electronic submission. On orders with multiple colors, please indicate color breaks on your PDF copy.

Packaging Solutions Inc. will not store digital artwork for longer than a 1 year period.

We will not add websites, addresses, or make major changes. If any changes besides resizing is wanted, you must send a revised art file to the art department.

Artwork recreation, or artwork that takes longer than 15 minutes to clean up, will incur art charges of \$55 per quarter 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 Packaging Solutions Inc., you represent and warrant that you have all the necessary permissions, rights and authority to place the order and you authorize Packaging Solutions Inc. to print the artwork/logo received on your behalf. You grant Packaging Solutions Inc. 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 Packaging Solutions Inc. to copy, distribute, use, modify, the artwork for the purpose of fulfilling your order and/or marketing products or services to you.

Proofs - PDF versions of proofs will be sent to you via e-mail. Approved proofs must be signed and sent back to: art@onlinepsi.com for the lead time to begin. Placement of the artwork is approximate.



PSI will proof up to 2 proofs per order; for more than 2 proofs there will be a charge of \$58.33 per proof.

Artwork - 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.



Digital artwork with varying levels of opacity.



Image as it would appear once printed with the screens.

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.

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.

As much as 1/8th of an inch to 3/8th of an inch of shift in the artwork position is possible due to manual feeding. (Continued on next page...)

Movement may occur on Multi-color orders. Registration tolerance is 1/8th for Hot Stamp & 3/8th for Flexo-Ink Printing.

Minimum placement on most products for Hot Stamp is 1" from the sides or bottom edge, and 0.5" below the handle area.

Some logos may look off-center due to Registration Mark and Trademarks. We will need to know before printing if placement needs to be based off the Logo itself and not the full image.

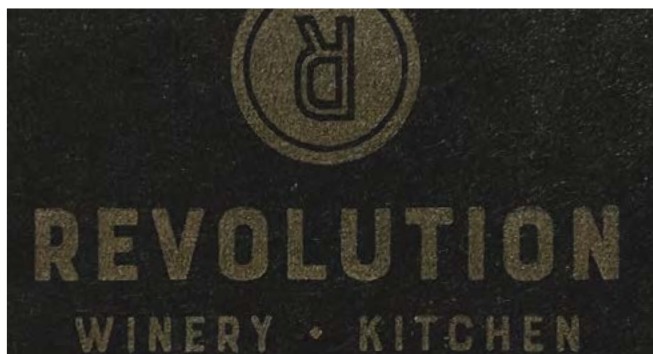
POST-PRINTING PROCESSES

Flexo-Ink Print - 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.

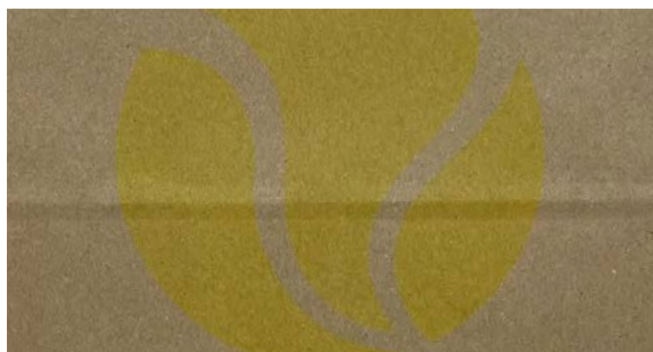
On kraft and tinted color bags, most ink colors will appear darker and may not look exactly like the PMS color requested.



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

Multi-color artwork may be adjusted to add space in-between colors to avoid inks mixing during printing.

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



4 colors of Flexo-Ink on White Paper Shopper



4 colors of Flexo-Ink on Kraft Paper Shopper

Hot Stamp - Foil can have an uneven edge due to the product material itself.

Due to the different textures of bag materials, some foils may not adhere completely and may easily flake off if intentionally scratched.

Thin lines or points may break off from the plate or even damage the product.

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



113 Matte Navy foil on 8494MNV



119 Matte Black foil on 0810BLT-M

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.