

ORDER INFORMATION

- All orders are subject to acceptance by Benchmark®.
- No verbal orders accepted.
- All orders written without pricing will be processed with Benchmark® current pricing.
- All prices in this catalog are subject to change without notice.

E-mailed Orders

E-mailed orders should be sent to orders@themagnetgroup.com. Do not submit artwork with your purchase order. Art can be sent to art@themagnetgroup.com, referencing your PO#. Orders received after 1pm CST each day will be marked as received on the following business day.

Faxed Orders

Faxed orders are considered originals and will be processed as such. Due to rough transmissions, faxed orders or changes to orders may be difficult to read.

Benchmark® is not responsible for any copy misinterpreted when received by fax. Providing confirmation of this information by e-mail to Customer Service is recommended to prevent interpretation of copy error.


Less Than Minimum Quantity

Call factory for quote.

Co-op Program

Please call factory for price information. All co-ops must be factory authorized to ensure proper billing. Co-ops must be established and verified before first order is submitted. Purchase order must indicate co-op program and co-op quote number when submitted. If not, standard catalog charge will apply. Coupons or discounts cannot be applied to co-op orders. Co-ops not to exceed maximum catalog quantities.

QUICK SHIP® GUIDELINES

- Quick Ship is currently only available for Crystal items. 
 - *Please call factory for details. All four color process items and 3D items are NOT available at this time for 24 hour Quick Ship service.
- Quick Ship must be designated very clearly on your faxed or emailed purchase order.
- Print ready art and a complete purchase order must be received no later than 1:00 PM CST to the Quick Ship fax number: 636-680-6999 or quickship@themagnetgroup.com
- For specific art requirements, please see the Artwork section of this catalog.
- For your purchase order to be complete it must include the following:
 - Item number • Color • Quantity • Imprint instructions • Shipping information
- Catalog quantities only - less than minimums are not available - subject to inventory availability.
- One standard imprint on one standard location qualifies for Quick Ship.
 - Colorfill options, personalizations, and copy changes are not available for quick ship.
- Your purchase order must include an after-hours contact person for any questions that may arise.
- Every effort will be made to clear up questions so your order qualifies for Quick Ship. If the designated contact is unavailable, or unable to answer the question, your order will be delayed by a minimum of one working day.
- Closeout items do not qualify for Quick Ship.
- If an online proof is requested on your order it will add one working day, plus approval time, to your order.
- There is no additional charge for Quick Ship orders; however, your in-hands-date might require expedited shipping. Please contact Customer Service, prior to submitting your purchase order, if you require an expedited shipping quote.
- Multiple drop shipments and special packaging will add time to your order, please call for details.
- Weekends and observed holidays are not counted as production days.
- Customer's account must be current and in good credit standing.

ART REQUIREMENTS

Please submit original art files to: art@themagnetgroup.com. If revised art is sent, it is the customer's responsibility to advise Customer Service of the new art. When new artwork is submitted, a \$10.00 (x) charge will be applied. *Changes to previously sent art must be sent to Customer Service to ensure use of new art.*

We accept electronic artwork on CD, DVD and e-mail (file size permitting). We have an FTP site available, please call for log-in details.

- Be sure to send all linked files, including all TIFF and EPS files for artwork placed in your document even if previously embedded, as well as all printer and screen fonts used.
- Send only original, native vector files.
- All RGB defined colors and files must be converted to CMYK for four-color process production.
- Convert fonts to outlines or paths.

We support the following software for Macintosh:

- Adobe Illustrator
- Adobe Photoshop
- Adobe Acrobat
- QuarkXPress
- Adobe InDesign
- Adobe PageMaker

Acceptable File Types:

- Vector (preferred)
- TIFF (minimum 300 dpi resolution)
- EPS (minimum 300 dpi resolution)
- JPEG (minimum 300 dpi resolution)
- PDF (Press Quality)
- ZIP (compression file)
- Stuffit (compression file)

Microsoft electronic files generally are not acceptable as output for print production. However, black-and-white files can be output from a high-quality laser printer and then used as camera-ready artwork.

Camera-Ready Artwork

Camera-ready art is artwork that can be scanned without further preparation or changes. Halftones (screens) will not photograph well and should be avoided. We will accept camera-ready artwork that is already separated or that includes black line work (or key lines) to separate each color. "Camera-ready" art should be clean, black, and crisp on a smooth white background that requires little or no touch-up. (Original art or PMT's are best.) Artwork must be submitted 1/4 of the finished printed size (for large prints) or large enough to fit on 8.5" x 11" page size. Please avoid submitting artwork that must be enlarged more than 400%. If appropriate quality or size specifications are not met, an art charge will apply. This will be determined once artwork is received.

The Following Artwork is Not Camera-Ready:

Drawings, letterhead, photocopies, business cards, faxes, and low resolution laser printed artwork that is not 1200 dpi are not considered camera ready artwork. (Recommendation: Black and white 1200 dpi laser prints at 200% larger than actual size to be imprinted).

Hard Copies

Hard copies are not required on every order; however on the hard copies we receive Benchmark® will review but will not proof against electronic art sent. Benchmark® offers several types of proofs that can be done if needed (additional charges may apply).

Art Charges

\$30.00 (c) per scan up to 8.5" x 11" size. For larger photos and transparencies/slides, call for quote.

Photo Scans

If art requirements are not met, art time will be billed at **\$40.00 (X) per hour**. Factory WILL NOT be responsible for charges due to "clean-up" or "rework" deemed necessary to meet production standards.

Typesetting

We will typeset up to 3 lines for FREE. All other typesetting (including copy changes) will be billed as needed at **\$40.00 (X) per hour**. The typeset must be indicated, or it will be left to the discretion of the typesetter. Charges less than \$40.00 will be processed without notification.

Colors

- All RGB colors must be converted to CMYK for four-color process production.
- Metallic, fluorescent, and PMS colors are not available on four color process imprints.

Type Size

- Minimum type size: This will vary by method.
- Small registers/trademarks with fine lines may appear as a dot on product.

Serif and Condensed Fonts

- Please avoid using fine serif fonts. These fonts are usually too thin and fill in or lose detail in the printing process.

Line Thickness

- Minimum line thickness: .7 point.

Helpful Hints

- EPS (Encapsulated PostScript) file format is used to transfer PostScript image information from one program to another. The file includes PostScript code plus a low-resolution representation of the image. Logos, illustrations and graphics that will be color separated should be saved as EPS files.
- TIFF (Tag Image File Format) is a widely used file format for exchanging bitmapped images (usually scans) between applications. Black and white line art or grayscale images should be saved as TIFF files.
- Please submit TIFF files as a layered document, in case last minute modifications are required.
- Always provide a list of fonts used within a document. This allows output technicians to download the appropriate fonts to their image setter or output device. Remember to list all fonts used with imported illustrations, or the output device may substitute a different font.
- When supplying PostScript fonts with a job, be sure to supply the printer fonts (also called outline fonts) and screen fonts (bitmap fonts). Both must be available for proper output.
- When supplying fonts, be sure to supply those used in the creation of EPS files. (They will not show up in your page makeup application on the list of fonts used.)
- Specify fonts and their style (bold or italic, for example) by using the long menus in your publishing program rather than selecting bold or italic by clicking on a style bar. The menu selection will give you a more accurate representation of the font and style desired. On the Mac platform, clicking on the style bar allows you to select styles for which fonts don't actually exist.
- Limit the number of fonts used in each job.
- Avoid using fine serif fonts. These fonts are usually too thin and fill in or lose detail in the printing process.



We support the **sm@rt** program to improve artwork readiness. We accept artwork prepared by these standards. Please visit the website www.smart-artwork.com for more information.

- Avoid saving EPS files within EPS files. Avoid transparencies and Illustrator filters to create shadows they convert to low resolution files.

ARTWORK STORAGE

Artwork will remain on file for 1 year. You must resubmit art after that time.

COPY CHANGES

See individual items.

PROOFS

Online proofs are no charge. E-mail or fax proofs requested to be sent outside of our online system will incur a \$10.00 (X) charge.

Product Proofs

First Column Pricing plus appropriate set up charge for that production method.

CANCELLATIONS OR CHANGES TO ORDERS

There will be a **minimum \$40.00 (X)** charge if an order is cancelled. Customer will be required to pay for all work completed at the time of the cancellation or change. Our goal is to provide the fastest service possible. Due to the speed of our order fulfillment, charges for changes or cancellations apply once the order is received. Changes may delay production and shipping.

Cancelled orders are subject to a **\$25.00 restocking fee**.

ART RESUBMISSION CHARGE

When new artwork is submitted a **\$10.00 (X)** charge will be applied.

*** Changes to previously sent art must be sent to Customer Service to ensure use of new art.**

MAXIMUM IMPRINT COLORS

In most cases, a maximum of 2 colors per imprint location is suggested. For additional requested imprint colors, please contact Customer Service.

STANDARD PRODUCTION TIME

7-10 business days is the preferred production time for most items at catalog quantities. Some items may take additional time based on specifications of individual orders. Contact Customer Service for a detailed production schedule based on specific needs.

RUSH SERVICE

For orders requiring less than minimum standard production time, a rush charge may apply depending on production capacity. Contact the factory for production time confirmation and applicable charges.

72 HOUR PRODUCTION TIME for Benchmark Clocks™

- Available for Benchmark Clocks™ items only. No additional charge.
- Catalog quantities only.
- Please place promo code "CCC3D" on your PO to ensure 72 Hour Production Time.
- Production time STARTS after all of the following:
 - Receipt of order and PROPER CAMERA-READY ART, vector based
 - Approval through credit
 - Approval from you of Paper and/or Physical Proof

OVERRUNS/UNDERRUNS

Every effort will be made to ship the exact quantity requested on every order.

PACKAGING

Items packaged bulk or as specified. Packaging is subject to change as necessary. The following special packaging options are also available:

- **Individual mailer cartons:** \$5.00 (G) per unit. Please specify bulk or tucked boxes.
- **Gift wrapping:** \$5.00 (G) per unit.

CUSTOMER SUPPLIED ITEMS

- To insert generic customer supplied paper card into box: \$.75 (G) each
- To insert personalized customer supplied paper card into box: \$2.50 (G) each
- To insert customer supplied paper card into a frame: \$2.50 (G) each
- To print and insert generic paper card into a box: \$2.50 (G) plus \$50 (G) setup.
- To insert other types of items: Call customer service for quote.

SHIPPING & HANDLING

All shipments are F.O.B. Factory. Unless shipping methods or instructions are specified, we reserve the right to ship by the most beneficial means of transportation. Standard handling charges per box apply to all shipments, including 3rd party freight arrangements. Complete shipping instructions must accompany each order. Orders will be shipped directly to distributor if "Ship To Address" is NOT provided upon completion of order.

Due to variances in freight lines and charges, all freight estimates are estimates only. Benchmark® is not responsible for final shipping charges.

Master Cartons for Benchmark® Items: Dimensional weight will be applied to master cartons when shipping any method.

Freight Carriers: Freight carriers charge us for address changes caused by incorrect information on purchase orders. Any fees we incur will be invoiced to distributor after we are notified.

Collect, Residential, and Third Party Billing: Any charges refused by or unable to bill to account supplied will be invoiced to the distributor.

Drop Shipments: Billed at \$8.50 (G). Drop shipments include the following: different address same day, same address different dates (due within 30 days), or same address different methods.

Split Shipments: Billed at \$8.50 (G) on different dates due within 30 days.

Palletizing Fee: Billed at \$12.50 (G) per pallet.

C.O.D. Charge: Contact factory.

Foreign Shipments: Call factory for information and charges. All prices based on U.S. dollars and do not include tariffs, duties or brokerage fees.

Additional Charges: Additional charges billed to Benchmark® by carriers due to changes in original shipping agreement will be invoiced to the distributor. This includes, incorrect address charges, inside delivery charges or re-consigned freight due to no fault of Benchmark®.

PAYMENT TERMS

Net 30 days. All invoices not paid within terms will be assessed a late payment charge of 1 1/2% per month.

RETURNS

All returns must be authorized and accompanied by an RMA#. Any returned items must be packaged to prevent damage in shipment. Items damaged due to poor packaging on return shipment may not be credited. All returned merchandise will be inspected prior to any credit being issued. If no defect is found, merchandise will be returned to the customer at their expense.

Blank goods can be returned within 72 hours of delivery date. Please contact Customer Service for return authorization number. Returns will incur a \$25.00 restocking fee plus all freight charges. Returns received without a prior return authorization will be denied.

CRYSTAL QUALITY AND FABRICATION

Due to the individual hand development of each art glass piece, uniformity in size, weight, shape and color cannot be guaranteed. All glass or crystal items may have slight variations, such as tiny bubbles or flow marks, and are not considered defects.

Art glass awards cannot be glued to the base and are shipped unattached. For those glass awards which are glued to the base, please note that the ultraviolet gluing process may unavoidably produce slight bubbles, adhesive striations and other minor distortions.

BLANKS

- NEXT DAY shipping on orders of 1,000 pieces or LESS.
- 2nd DAY shipping on orders of 1,001 pieces or MORE.
- Blank goods can be returned within 72 hours of delivery date. Please contact Customer Service for return authorization number. Returns will incur a \$25.00 restocking fee plus all freight charges. Returns received without a prior return authorization will be denied.

SAMPLES






- We prefer all samples orders to be submitted in writing via fax or email.
- Sample requests received before 2:00 p.m. Central Time will ship SAME DAY.
- Sample Charges:
 - * **Spec Samples (non-returnable) – First Column Pricing plus applicable setup charge.**
 - * **Random Samples – billed at End Column Pricing plus freight. Third party freight accounts are preferred for shipping.**
 - * **Blank Samples – billed at First Column Pricing plus freight. Third party freight accounts are preferred for shipping.**
- Sample invoices totaling LESS THAN \$10.00 are FREE if shipping number is supplied.

STATEMENT OF LIMITED LIABILITY

Magnet, LLCTM, Innovations® by MagnetTM, Benchmark® Crystal & Clocks, and The Bag Factory® are collectively known as The Magnet Group (TMG). TMG obligations with respect to orders placed and/or products delivered to buyer shall be limited to replacement or repair of defective products which are returned to the appropriate TMG division, postage pre-paid, within thirty (30) days from the date of shipping or, at TMG's option, to a refund of the amount of the purchase price paid for products returned to TMG within thirty (30) days from the date of shipping, without any further obligation or liability on the part of TMG. Buyer's sole remedies for liability of any kind with respect to products ordered or furnished by TMG and any other performance by TMG or with respect to buyer's use thereof, shall be limited to the replacement or repair or refund aforementioned and in no event shall TMG be liable or responsible for incidental, special or consequential damages allegedly caused by a failure to timely deliver products, non-delivery of products or a delivery of defective or non-conforming products. No claim of any kind by buyer, whether as to products delivered, non-delivery of products or other faulty performance by TMG shall exceed the amount of the purchase price received by TMG for the products, and a failure to provide TMG with notice of any claim within thirty (30) days from the date of shipping and failure to return such products within said time shall constitute a waiver of all such claims in respect to such products.

Additionally, please note all products and photos with trademarks or logos used in this catalog are to show art and imprint reproduction capability only. They do not imply an endorsement by holders of such trademarks or designs. They are not meant to be advertisements, nor are these items for sale to anyone other than parties expressly authorized by the owner of such trademarks and logo designs. Each and every buyer represents and warrants that all artwork, product design, text, and other content ("Content") provided to TMG in connection with any order for products or services, does not violate or infringe the intellectual property rights of any third party. Buyer will, at its sole cost and expense, indemnify, defend and hold harmless TMG and its shareholders, subsidiaries and affiliates (each a "Magnet Indemnified party or TMG Indemnified party") from and against any claims, liabilities, suits and/or proceedings (each a "Claim") made or brought by any third party against any Magnet Indemnified party, including, without limitation, reasonable attorney's fees, costs, judgments, awards, settlement amounts and expenses with respect thereto, to the extent that such Claim is based on a claim, suit and/or proceeding that the Content or the use thereof by a Magnet Indemnified Party in fulfilling an order for products or services to Buyer violates or infringes a patent, copyright, trademark or other intellectual property or proprietary right




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	 SAND ETCHING ON GLASS OR MARBLE	 LASERING ON METAL OR WOOD	 ENGRAVING ON PLATES	 SCREEN PRINTING ON PLATES OR SELECTED ITEMS	 FOUR COLOR PROCESS
Set Up Charges	\$50.00 (G) logo or straight line copy, per image and location	\$50.00 (G) logo or straight line copy, per image and location	\$50.00 (G) per image and location. No charge for straight line copy.	\$50.00 (G) per color, image, and location	\$50.00 (G) logo or straight line copy, per image and location
Second Item Set Up Charges (Same Artwork and Size)	No additional SET UP Charge	N/A	N/A	N/A	\$25.00 (G) logo or straight line copy, per image and location
Second Item Set Up Charges (Same Artwork / Different Size)	\$25.00 (G) logo or straight line copy, per image and location	N/A	N/A	N/A	\$25.00 (G) logo or straight line copy, per image and location
Additional Location Charges	\$6.00 (G) per piece, plus SET UP charge.	\$3.00 (G) per piece, plus SET UP charge.	N/A	\$1.50 (G) per location, image, and color per piece, plus SET UP charge.	Call for Quote
Running Charges	First location included in price.	First location included in price.	First location included in price.	\$1.50 (G) per location, image, and color per piece, plus SET UP charge. First color included in the price.	First location included in price.
Personalizations	\$7.00 (G) for up to 4 lines of type. Available on selected items.	\$7.00 (G) for up to 4 lines of type. Available on selected items.	\$7.00 (G) for up to 4 lines of type. Available on selected items.	N/A	\$7.00 (G) for up to 4 lines of type. Available on selected items.
Deep Etch Charges	\$3.00 (G) per piece	N/A	N/A	N/A	N/A
SET UP Charge on Repeat Orders	No charge for exact repeats within one year.	No charge for exact repeats within one year.	No charge for exact repeats within one year.	No charge for exact repeats within one year.	No charge for exact repeats within one year.

CRYSTAL/GLASS COLORFILL OPTION
 Colorfill is not available on all items and not all colors listed are available on all items. See individual items for eligibility or contact Customer Service.

Cost
 ■ Gold Metallic or Silver Metallic: \$4.00 (G) per color/location/piece
 ■ All other colors: \$6.00 (G) per color/location/piece

Available Colors
 Because the colors below are printed in four color process, they are not exact representations of the colors used.

 Gold	 Pink	 Purple	 Magenta
 Silver	 Dark Green	 Red	 Orange
 Black	 Light Green	 Dark Blue	 Brown
 White	 Yellow	 Light Blue	

■ PMS color matches are not available.
 ■ Please add 3 working days to normal production time for Hyper-Color™ colorfill process.
 ■ Color combinations are possible, depending on art layout and design. Please contact factory for specifications.
 ■ Certain curved surfaces restrict colorfill options on several items. Please contact factory for specifications.



3D ITEMS

- Setup Charges: \$50(G) logo or straight line copy, per image per location.
- Copy Changes: \$7.00 (G) for up to 4 lines of copy.
- For additional locations contact customer service for pricing.
- Standard imprint will be 2D unless a true 3D file is provided.
- 2D: With a supplied vector art file, we will run it through a 3D CAD program and extrude the line art to give it depth. (usually 4 to 5 millimeters - approx .2")
- 3D: With a True 3D file, once engraved can be rotated 360° and viewed from any angle, just as if it was real.

***CALIFORNIA PROPOSITION 65 WARNING**

The Magnet Group is committed to complying with all aspects of Prop 65. For further information please feel free to contact TMG at 1-800-458-9457.

PRICING POLICY-PLEASE READ CAREFULLY
 Prices in this catalog are effective at time of publication. Current product pricing is available on our web site and industry specific search tools that provide supplier certified pricing and these prices will prevail.

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