

# GENERAL INFORMATION

ARTWORK SUBMISSIONS:	Only 1 or 2 spot color artwork is accepted. RGB or CMYK color mixes not accepted. Due to small imprint areas, Pilot requires artwork standards for all submissions. Digital files that do not fall within these standards will require artwork modification to insure legibility and printing quality. Pilot assumes no liability for non-compliance with brand standards if submitted files require modification.
ARTWORK STANDARDS:	<ul style="list-style-type: none"> <li>• Serif Fonts (Times Roman or equivalent) – CANNOT be less than 5pt. in size at 100% scale. It is STRONGLY recommended that all serif text 7pt. and below be in a bold or heavy style. The fine detail of serifs will not reproduce when imprinting at this size. (Also see note on line weight below).</li> <li>• Sans Serif Fonts (Arial or equivalent) – Sans Serif text CANNOT be less than 5pt. in size at 100% scale.</li> <li>• Stroke/Line weights/Letter Widths – Line weights below 3/8pt. (0.375pt.) WILL NOT REPRODUCE. It is recommended that all letterforms, strokes and spaces be a MINIMUM OF 1/2pt. (0.5pt.) in width.</li> </ul>
FILE FORMATS:	To ensure accurate and predictable legibility and printing quality, Pilot requires that all artwork be provided digitally in vector format (Adobe Illustrator - any version, .AI, .EPS or .PDF). Bitmap/raster formats such as TIFF, JPEG, BMP and others will incur artwork charges to convert and/or re-create the artwork in Illustrator. Minimum \$25.00 artwork charge.
ARTWORK CHARGES:	Electronic (digital) files must be submitted with order. If total artwork cost is greater than \$25.00 (X) written approval will be requested prior to production. Unusable artwork will be returned.
MEDIA:	CD-ROM, DVD or e-mail. Please compress files (Zipit -.ZIP, Stuffit-.SITX or .PDF from Illustrator) before sending via e-mail.
SCREEN CHARGES:	\$25.00 (G) for writing instruments.
PLATE CHARGES:	\$25.00 (G) per color.
LESS THAN MINIMUM:	Refer to page that item is shown on.
PROOFS:	All artwork and proofs should be submitted and evaluated at the ACTUAL IMPRINT AREA SIZE, AND AT 100% SCALE. Paper proofs are available \$7.50 (G). Product proofs available \$25.00 (G).
SPEC SAMPLES:	Available for one color \$25.00 (G). Two colors \$50.00 (G).
CHANGE OF COPY:	Available for \$7.50 (G). Minimum order quantity necessary for each imprint.
PRODUCTION TIME:	15 working days from receipt of requested digital files and approval of credit.
ORDER ACCEPTANCE:	All orders are binding upon the company only after acceptance by Pilot and notification by acknowledgment to the distributor. Order acknowledgment is sent upon approval of credit and not before.
CORRECTIONS AND CANCELLATIONS:	Changes and cancellations are subject to charges determined by the labor and material costs incurred.
RETURN POLICY:	No merchandise will be accepted for return without prior written authorization from Pilot. Merchandise with an incorrect imprint due to our error will be replaced at no charge if returned. Pilot must be notified within 60 days from receipt of merchandise. Unauthorized returns will not be accepted and returned to sender.
OVER/UNDER-RUNS:	Pilot reserves the right to invoice and ship 5% over/under the quantity ordered.
F.O.B.:	Jacksonville, FL factory.
SPLIT SHIPMENTS:	\$5.00 (G) per location plus actual freight.
C.O.D.:	Not available.
UNION LABEL:	Not available.
WARRANTY:	All merchandise sold by Pilot is unconditionally guaranteed to be free from defects in material and workmanship. Pilot will replace any material found to be defective.
CATALOG EXAMPLES:	Showing logos, insignias and any/all trademarks placed on our product shown within this catalog are to serve only as examples of our imprinting techniques. They are not presented for resale nor are they to be construed as product or brand name endorsements by or for the trademark owner(s).