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GUIDELINES FOR SUBMISSION

WHEN PLACING AN ORDER

<p>VIA E-MAIL</p> <ul style="list-style-type: none"> • In the "Subject Box" type "your company name". • In "Message Box" list your company name, contact name, phone & fax numbers, all order information, clear instructions and any graphic attachments. • Follow up e-mail with a fax to give us a visual for proofing purposes. • Please label all faxes with "confirmation only" to avoid duplication. • WE ARE UNABLE TO HONOR OUR REMAKE POLICY WHEN THERE IS NO VISUAL PROVIDED. • E-mail orders to: orders@hodginsengraving.com 	<p>VIA FAX</p> <ul style="list-style-type: none"> • Fill out supplied "Hodgins Order Form" completely. • Please state if the order is a re-order or new order. If your card is a re-order please state re-order number. • We ARE UNABLE TO scan any artwork from a fax due to poor quality. • Fax distorts size. If you need exact size provide linear measurement. • Please fax at 200% if there are multiple lines of copy or point size is small. • Fax orders to: (585) 343-0412
<p>VIA MAIL (HARD COPY & DISKS)</p> <ul style="list-style-type: none"> • Please indicate color separations on hard copy. • Only black & white line art is accepted. • Please do not fold or staple through art. • Art should not exceed 8.5" x 11". • We can not scan pre-screened hard copy. • Hard copy proof should be supplied with disk. • All disks should be labeled. • Disk files should include all art and fonts used. • Mail orders to: P.O. Box 728, Batavia, New York 14021 	<p>VIA PHONE</p> <ul style="list-style-type: none"> • Speak directly to a customer service rep. • Please give your customer account number. • Please state re-order number, if any. • If this is a specific multiple lot order, please fax specs for a custom quote. • Please fax copy, e-mail or send disk when containing multiple lines of type. • Phone orders please call: 1-800-666-8950 or (585) 343-4444

COMMON PROBLEMS RESULTING IN ORDER DELAYS

- **E-mails with no company name or contact information listed.** List all contact names & numbers.
- **Shipping instructions not provided.**
- **Artwork that does not meet our guidelines.**
- **No attachments with e-mails.**
- **Company name on fax does not match company name on e-mail.**
- **Can't read your copy.** Business cards that are photocopied; enlarge to 200% for readability.
- **No account numbers.** Please put account numbers on all orders when submitted.
- **General information not supplied.** Paper, ink, quantity, etc.

Thank you for taking the time to read through our guidelines. Any questions regarding file setup, please feel free to contact us at **1-800-666-8950**.



P.O. Box 728, Batavia, New York 14021
Toll Free: 1-800-666-8950 • Phone: (585) 343-4444 • Fax: (585) 343-0412
Email orders to: **orders@hodginsengraving.com**
or visit our website at: www.hodginsengraving.com