

GENERAL INFORMATION**SHIPPING**

- Carrier must be specified on purchase order with carrier account number
- If no carrier or account number, PCA will ship best possible rate and bill accordingly
- Please indicate complete street address including postal code
- PCA cannot be held responsible for late, damaged or non-deliveries once the packages have been picked-up by your carrier

DROP SHIPMENTS

Order requiring shipments to multiple locations, add \$12.00 (x) / per location.

RETURNS

- Returns will not be accepted without prior written authorization
- Call customer service for a return authorization number
- Unauthorized returns will be returned to sender
- Orders may not be returned after 15 days

CLAIMS: No claims after 30 days

TAXES: GST extra – Provincial Sales Tax extra (where applicable)

TERMS: 30 days, upon PCA credit verification and approval.

PAYMENT: PCA accepts Visa and Mastercard

SALES TOOLS

Contact Customer Service for currently available

- Samples kits
- Catalogues
- Brochures
- Electronic flyers and more

SELF PROMOTION: EQP

SAMPLES

As a general rule samples are free for most items. Contact Customer Service for details. Shipping not included.

SPECIFICATIONS FOR APPROVED PRODUCTION-READY ARTWORK

The following specifications were created to ensure that your order is processed without delay due to incompatibility issues with the artwork you supply.

PLEASE CREATE YOUR ARTWORK USING THE ONE OF THE FOLLOWING PROGRAMS:

ADOBE ILLUSTRATOR

Attach all pictures (.tiff, .eps, or .jpeg) and the fonts (screen and postscript) used in your document. To avoid font conflicts (postscripterror, font missing, etc...), select all and create outlines. When saving the document, check the option "include linked file".

ADOBE PHOTOSHOP

Colour images: minimum resolution of 300 dpi, in CMYK mode, saved in a format .tiff, .eps or .jpeg

Grayscale images: minimum resolution of 300 dpi, in grayscale mode, saved in a format .tiff, .eps or .jpeg

Black & white (lineart): minimum resolution of 600 dpi, in bitmap mode, saved in a format .tiff or .bmp

PDF files: All fonts must be vectorized and embedded image links.

Warning: Please DO NOT send layouts in Word, PowerPoint, Excel. We need to assure that all photos are in CMYK and of good printable quality.

We will not be responsible for incorrect output from electronic artwork. For any additional translating, editing or programming that needs to be amended or modified on customer's file, a charge of \$60 (x) per hour will be applied.

COLOUR PRINTING

4-COLOUR PROCESS IMPRINT:

ARTWORK MUST BE SUPPLIED IN CMYK

1, 2 OR 3 COLOUR IMPRINT: ARTWORK MUST

BE SUPPLIED IN PANTONE SPOT COLORS

ARTWORK TRANSFER

UNDER 5 megs: pca@pcacal.com

OVER 5 megs please send by WeTransfer or equivalent

To send us your files, go to www.wetransfer.com

Be sure to go to the free section "Take me to Free"

- Add your files

- "Send to" field: pca@pcacal.com

- "Your e-mail address" field: enter your e-mail address

- "Message" field: indicate your order number

- Click on "Transfer" and wait for the transfer to complete.

Please include a PDF proof along with your artwork (for verification purposes)

PCA being a modern company in regards to it's equipment, reserved the right to modify (paper, format, finishing, etc.) on it's products without notification.