

# GENERAL INFORMATION

## ARTWORK & GRAPHIC PROCEDURES

### Digital file submission:

- Email [art@minimediaonline.com](mailto:art@minimediaonline.com), upload artwork on our FTP site (see section below) or send by mail a CD, zip, jazz, or floppy 3.5".
- Complete company information, contact name, telephone & fax numbers, email address are needed via email referring to the same purchase order number.
- Include a hard copy of the final digital document (jpeg or pdf).
- Mini Media is not responsible for mistakes on final artwork files provided for production purposes.
- Unless stated otherwise, we reproduce the file provided as is. Any missing elements will delay the production process of your order.
- Artwork provided on digital support files, such as CD's, will not be returned without stated & clear instructions on the purchase order to proceed otherwise.
- Most of our templates are available on our website.

### Digital files required:

**Acrobat (Adobe):** We only accept Acrobat files (.pdf) as reference.

**Corel Draw:** We can only use CorelDraw version 11 or older. Send the CorelDraw file (.cdr), all imported images, and convert all fonts to curves.

**Freehand:** Freehand files should be left as Freehand 10, MX file or older with fonts converted to paths. Also send all images used in the file as well.

**Illustrator (Adobe):** Illustrator files should be left as Illustrator CS files or older with fonts outlined. All placed images should either be embedded or included separately.

**InDesign (Adobe):** InDesign files should be left as InDesign 3.0 (.indd) files or older. Send all images used with the file as well. Please include a folder with all the needed fonts.

**Photoshop (Adobe):** Any format (eps, tiff, psd) in Photoshop CS is good providing that the size, proportions and resolutions are correct (the file should be no lower than 300 dpi at full size). Do not flatten or merge the layers in a .psd Photoshop file. Convert all RGB files to CMYK. If artwork is to be printed in duotone, keep file as an .eps, do not convert it into another format, it will become a CMYK file. GIF, JPEG and BMP files are not acceptable formats to be used when printing graphics. These are useful for quotation or reference purposes only.

**Quark Xpress:** Quark Xpress files should be left as Quark Xpress 6.5 files or older (.qxd). Send all images used with the file as well. Please include a folder with all the needed fonts.

**Excel (Microsoft) - Powerpoint - Word or Wordperfect - Publisher:** We do not work with these files. Please send files as is and a printout so we can try to capture some elements and recreate the artwork. These formats could result in delays when processing the orders.

**Stuffit, Zip or Winzip:** We can expand compressed files. Whatever files you have compressed are still subject to our graphic guidelines. It is important to mention what kind of files are compressed inside the file.

**Important note: We do not open .EXE files in case they would hide infected files.**

### Colour management:

- All spot colours must be tagged with a Pantone® colour number.
- Convert all RGB files to CMYK files.
- Supplied CMYK files will be printed in 4 colour process even if they look like 1, 2 or 3 spot colours.

### Bleed & cutting edge:

- For most of our product line, bleeds require 1/8" (minimum) added beyond the crop lines. Cubes require 1/4" of bleed on each side.
- Text and graphic elements must be kept away 1/8" from crop lines as safety margins, unless they bleed.

### Screening & trapping:

- Mini Media will output films with screening according to our printing standards (offset or silkscreening).
- Mini Media will do the trapping when it is required.

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### • Absolute minimum orders accepted: \$100 (C).

- Rush services: 25% or a minimum of \$65 (G).
- Artwork & typesetting charge (when applicable): \$30 (G) / hour.
- Fax & website artwork proof: no charge. Any possible error on an approved proof becomes your responsibility.
- Special packaging: available – price upon request.
- Drop shipments: \$5 (G) per address. Please remember that P.O. Box numbers are not acceptable delivery addresses.
- We cannot create your order without your complete & accurate information. Your production time does not begin until we have all your order information and acceptable artwork in hand.
- Text layout: Unless ready-to-print artwork is supplied, we reserve the right to layout text & images in order to maximize the impact according to the available printing space.
- Printed pre-production sample: An extra charge is applicable & may vary from one product category to the other. The final artwork & sample are identical to the actual product ordered.
- Speculative sample: An extra charge is applicable & may vary from one product category to the other. The final artwork & sample is done at its best using all measures to make it as close as possible to the actual product ordered. These speculative samples serve only for presentation purposes. These speculative samples cannot replace printed pre-production samples. They do not serve the same purpose as printed pre-production samples.
- All of our Multi-Tac® pads & paper cubes are printed on **STIK-WITHIT** paper. Stik-Withit® is a registered trademark of P.C.I., Paper Conversions Inc.

### General Policies:

- C.O.D. orders and telephone orders are not accepted. Only written purchase orders will be used to proceed with the order.
- **Order acknowledgement: Only written orders will be processed & accepted for production purposes. All orders will be acknowledged in writing. Any discrepancies or changes must be confirmed upon reception.**
- Delays in credit, proof approval or changes to artwork will affect the shipping date.
- Shipping: We reserve the right to choose the best means of transportation to meet requested delivery dates. We consider speed of transport first rather than cost. Production time & delivery are specified for each product category. Unless otherwise specified, all merchandise is shipped F.O.B. Montreal, Quebec, Canada H2C 2J4.
- Returned merchandise: No returned goods will be accepted without prior authorization from Mini Media. All claims or production defects must be reported within 7 working days from the delivery date. All authorized returned merchandise must be received within 10 working days of report to qualify for an applicable credit note.
- Mini Media is responsible until the carrier leaves our premises with your orders. All claims for delayed delivery or any other transportation issues must be filed with the carrier company. We will supply you with all the shipping information, shipping costs and all other necessary documents to facilitate your claim.
- Over-runs & under-runs: All orders are subject to a 5% over-run or under-run. Orders are considered to be complete & are invoiced as such.
- Cancellations & changes to order in process will be invoiced according to the work accomplished up to the order cancellation or change. Orders which are completed cannot be cancelled.
- Trademarks: We cannot be held responsible for the reproduction of trademarks, logos, copyrights...etc. unless instructed otherwise on the purchase order. Such responsibility remains at the risk of the buyer.
- Pricing: The distributor is under no obligation to resell at the suggested retail price. At no circumstance will the distributor's pricing decision affect the relations with Mini Media or any other party to whom we can control or influence.
- Head office location: For all legal purposes, the parties hereto elects residence in the city & district of Montreal, Quebec, Canada.
- All prices are subject to change with no prior notice.
- Reproduction: Mini Media takes all the necessary steps to get permission to reproduce any of the products manufactured by us for illustration or sampling purposes only. We reserve the right to do so with or without the distributors authorization.
- All products are proudly made in Canada.