

## We proudly guarantee your satisfaction!

We stand behind our products and services. If an error occurs we will work with you to find a solution that ensures your satisfaction.

## FIVE Easy Ways to Order

- 1. Online:** Place your order online by logging on to [itselementary.com](http://itselementary.com)
- 2. By Mail:** Fill out the order form(s), giving all necessary information for each item ordered. A faculty/staff member or other authorized adult must sign the order to authorize shipment and guarantee payment.
- 3. By Fax:** Our fax line is open 24 hours a day, seven days a week. Just fax us your order at **800-213-8166**. For fax orders, a faculty/staff member or other authorized adult must sign the order to authorize shipment and guarantee payment.
- 4. By Phone:** Your order may be phoned in by a faculty/staff member, principal or other authorized adult. Simply call our toll free order line: **800-229-3258**.
- 5. Email:** Scan your catalog order form or purchase order and send it to us at [orders@itselementary.com](mailto:orders@itselementary.com). **Note: Do not mail, e-mail or fax the order form to us if you phone in your order or order online. This will result in a duplicate shipment.**

## General Information

**Ordering Custom Products** If ordering via mail, fax, or e-mail, custom products can be ordered using any of our 5 easy ordering methods, please fill out the **Custom Order Form**, completing the 4 easy steps as directed. Be sure to include an item number, design number, typestyle number, imprint color, layout number and clearly typed or printed imprint text.

**Ordering Products With Original Art or Photos** Submit original art or photos by e-mail to [artwork@itselementary.com](mailto:artwork@itselementary.com) after you have placed your order. Provide only your 7-digit order number in the subject line. There is a one-time charge of \$25 (per piece of original art) for original art unless otherwise specified.

### Accepted File Formats for Original Artwork:

- EPS, PDF, Adobe Photoshop PDF or TIFF format, Adobe CS4 or earlier Illustrator (AI) or InDesign (ID).
- Please convert text to outlines or curves.
- Photos should be largest size possible and 300 dpi resolution.
- Photos and large files must be compressed to a ZIP file before sending.
- Office programs must be saved as PDF. **Faxed artwork is not acceptable.**
- Please keep e-mail file size under 10MB. If over this size, compress into a ZIP or SIT file.

If you cannot provide an acceptable artwork file, we will be happy to create one for you. Our service charge is \$50 for the first two hours of service and an additional \$50 per hour thereafter.

**Ordering Personalized Products** Personalized products can be ordered by any of our 5 easy ordering methods. **Please provide us with a valid e-mail address that will not block our attempt to finalize your order.** Submit your name list to [artwork@itselementary.com](mailto:artwork@itselementary.com).

### Individual Name List Guidelines:

- Names must be single spaced, one name under the other.
- Names must be typed EXACTLY as you want them printed (Example: all caps, upper/lower case, first name/last name, etc.)
- Do not number names or separate them with grid lines
- If sending an Excel file, type both first and last name in one cell.
- **Faxed name lists are not acceptable.**

**Invoicing** After your order has been shipped, you will receive an invoice. Please pay amount due within 30 days.

### BUY NOW! Payment Options Pay Later

**1. Open Account** We will ship open account to schools providing the order has been signed by the principal, faculty member or other authorized adult. Terms are net 30 days. A 1½% monthly carrying charge (18% annual rate) will be added to past due balances. A minimum \$15 service charge will be applied to returned checks (based on regulations of the state the check is drawn on). Credit balances not claimed or used in 90 days of invoicing become the property of Anderson's.

**2. Credit Card** We accept VISA, MasterCard, Discover and American Express.

**3. PayPal** Payment is quick and easy through your PayPal account.

**4. Purchase Orders** Purchase Order payments must be accompanied by a completed order form, including item and imprint information and contact name, phone and e-mail.

**Production Time** Production time varies and is usually stated for each item. Themes and kits are 5 school days unless otherwise noted. Please allow for production and shipping time starting when your order is received by us. Our production schedule sometimes allows us to ship orders in less time than stated. Call **800-229-3258** for information on rush service. If a proof is requested, add an additional 3 business days for production.

## Same Day Shipping

Most stock items will ship the same day if ordered by 1:00 pm, EST. Same day shipping cutoff times may vary. Visit [itselementary.com](http://itselementary.com) for up-to-date cutoff times.

Same day shipping does not apply to imprinted items, banners, themes, decorating kits, international orders, back orders and credit card declines.

**Shipping** Orders are shipped UPS ground service whenever possible. Please allow six business days for shipping within the contiguous U.S. Orders over 100 lbs. may be sent via truck. Shipping by truck may take 7-10 business days. If your order must be sent by air to make your need date, you will be billed the expedited shipping cost. All shipping charges will be billed on your invoice. Extra shipping charges may be applied for residential delivery, increased fuel service charges and remote area surcharges in accordance with UPS ground service standard rate premiums. Due to the heavy and bulky nature of our themes and kits, an additional shipping charge equal to 10% of the total price of the theme or kit will be added to your order. Orders less than \$15 will incur a \$3 small order handling fee.

**Returns** Merchandise must be returned within 30 days of receipt of order. Only unused and unopened merchandise with its original packaging and accessories will be accepted. All returns are subject to a minimum 15% restocking fee. When ordering, we encourage you to estimate your needs as closely as possible. Due to health concerns, costumes, headwear, and food items cannot be returned. Other non-returnable items include: glow products, seasonal and/or dated items after the event date. All closeout sales are final and cannot be returned. Imprinted items are non-returnable. **NOTE:** A Return Form must be included with returned item to receive credit. Returned shipping is the responsibility of the sender. Product received without a Return Form becomes the property of Anderson's.

**Imprint Designs** The display of any design or logo in this catalog is for demonstration purposes only and does not indicate or imply that any such design or logo may be reproduced without the authorization of the owner of the trademark, copyright or other right in such design or logo. The submission of any order constitutes a representation and warranty by the individual or entity submitting the order that such individual or entity is the owner of all trademarks or copyrighted material contained therein or has obtained any required consents or authorizations from the owner(s) to print such material.

**Overruns & Underruns** Due to the variation in manufacturing of custom imprinted items, quantity shipped may vary from the quantity ordered by 5% over or under. This will be considered fulfillment of your order and you will be billed for quantity shipped.

**Cancellations** Cancellation of custom imprinted items cannot be accepted once production has begun. If order is cancelled prior to production, artwork charges will apply for all art designs sent, at the rate of \$25/hour. Minimum charge is \$25 plus \$6 for the initial proof sent in good faith. **If no response is received within 30 days after the first proof is e-mailed, the order will be automatically cancelled and the above charges will apply.**

**Proofs** An email proof will be sent if requested prior to production. Proofs require 3 business days. Production does not begin until final proof is approved. There is no charge for the initial requested proof. There is a \$6.00 charge for each additional proof.

## FREE SAMPLES

Our Free Sample Program allows you to select up to \$20 worth of your favorite items and view them in person before placing your order. Sample orders exceeding \$20 will be billed the difference. Available on quantity priced items only (e.g., Dog

Tags, Lanyards, Bottles, Backpacks). Samples not available on items sold in quantities of one (e.g., Medallions, Banners). A \$5 shipping fee will be added to all sample orders. Call us at **800-229-3258** or visit us online at [itselementary.com](http://itselementary.com) to order samples.

## Using Order Forms

1. If you are ordering general merchandise, please use the **General Order Form**.
2. If you are ordering **both** general merchandise and imprinted products, please use the **General Order Form** and the **Custom Order Form**. Please fill out the total for both on the **General Order Form** to receive your grand total from both order forms. Please submit both order forms.