








& Standard Production

Important You First Requirements:

- Orders must state **You First** on PO and in subject line of the email.
- Complete order and artwork must be sent to the **You First** order and artwork email addresses (youfirstorders@aakronline.com and youfirstartwork@aakronline.com) by 5:00 PM EST, Monday - Friday.
- You must supply an after hours contact number in case of a question on your order.
- One color, one location imprints only.
- PMS color matches are not available with **You First**.
- Artwork will not be modified or resized by our artists for **You First**.
- Typesetting, personalizations, and non-standard decorating requests are not available on **You First**.
- Artwork e-mails must include: distributor name, contact name, contact phone number, purchase order number.
- Orders will ship the next working day, default shipping is UPS Ground.
- Weekends and holidays are not considered working days.
- Catalog quantities only for all **You First** orders.
- All orders are subject to inventory availability.

	 (24 Hour Rush)	 3 Day Production*	5 Day Production*	 (3 Day Rush)	 7 Day Production*
Decorating Methods					
Order Type	New Art & Exact Reorders	Exact Reorders Only	New Art	New Art & Exact Reorders	New Art & Exact Reorders
Decorating Locations	1 color, 1 location	Standard Locations Apply	Standard Locations Apply	One Location	Standard Locations Apply
Order Email Address	youfirstorders@aakronline.com	orders@aakronline.com	orders@aakronline.com	orders@aakronline.com	orders@aakronline.com
Art Email Address**	youfirstartwork@aakronline.com	artwork@aakronline.com	artwork@aakronline.com	artwork@aakronline.com	artwork@aakronline.com
Maximum Quantity	Catalog Quantity	Catalog Quantity	Catalog Quantity	Catalog Quantity	Catalog Quantity
E-Proofs	Not Available	Standard Rates Apply	Standard Rates Apply	Standard Rates Apply	Standard Rates Apply
Drop Ships***	Yes - up to 5	Yes	Yes	Yes	Yes
Less Than Minimum Fee	\$75 (G)	\$45 (G)	\$45 (G)	\$45 (G)	\$45 (G)
Set Up Charge	Standard Rates Apply	Standard Rates Apply	Standard Rates Apply	Standard Rates Apply	Standard Rates Apply
 logos are shown on qualifying products, see individual product pages or website for availability.					

You First Exceptions: Certain items are not available for **You First**. Visit aakronline.com for details. Rush services are not available on PSA orders.

Rush Services: Rush services are available based on production capacity, requested decorating method and subject to stock availability. We will make every attempt to meet your need without additional charges, however, courier and expediting charges may apply.

Shipping Methods: Orders will ship the next working day, default shipping is UPS Ground. AAKron cannot guarantee **You First** service in the event of severe weather, natural disasters, acts of God or any other event outside of AAKron's reasonable control.

Significant Artwork Adjustments: **You First** artwork will not be modified

by our artists. Typesetting, personalizations, resizing and non-standard decorating requests are not available on **You First**.

Artwork Requirements: **You First** service will not begin until usable artwork has been received. Artwork must meet the following requirements: Vector art saved in Corel or Illustrator, all fonts converted to curves or outlines, raster art must be 1200 dpi at the size it will be printed and must be solid black and white. Must include a .pdf copy of the artwork for reference. Please keep in mind that gradient or halftone screens and line thickness of less than 1 pt. will not print on non-woven material.

* Standard Production - call for lead times for over catalog end quantity, more than 5 drop ships, more than 10 personalizations, insertions, multiple imprint methods, multiple imprint locations, and other special handling.

** Artwork emails must include: distributor name, contact name, contact phone number, purchase order number.

*** More than 5 drop ships call for production time and cost.

