

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**.
- If order is valued over \$1000 an e-proof is required at no charge. An extra day production needs to be added.
- Typesetting, personalizations, drop shipments and non-standard decorating or service 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. Some quantity restrictions apply. See below.
- All orders are subject to inventory availability.

Decorating Methods	1 COLOR		Full Color Digital	
	you first 24 HOUR RUSH	5 Day Production*	3 DAY RUSH	7 Day Production*
Order Type	New Art & Exact Reorders	New Art & Exact Reorders	New Art & Exact Reorders	New Art & Exact Reorders
Decorating Locations	1 color, 1 location	Standard Locations Apply	One Location	Standard Locations Apply
Order Email Address	youfirstorders@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
Maximum Quantity***	Catalog Quantity	Catalog Quantity	Catalog Quantity	Catalog Quantity
Additional Rush Fee	\$50 (G)	Not Applicable	\$50 (G)	Not Applicable
E-Proofs	Not Available	Standard Rates Apply	Standard Rates Apply	Standard Rates Apply
Drop Ships	Not Available	Yes	Yes	Yes
Less Than Minimum Fee	\$75 (G)	\$45 (G)	\$45 (G)	\$45 (G)
Set Up Charge	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.

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**. No change of ink color and no copy changes during a production run will be allowed.

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 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.

*** Quantity restrictions apply only for the following items, 1,000 pcs. maximum: 28631, 28641, 28651, 39500, 97206, 97212, 45250