SHIP METHODS

Ground

Ground is the default ship method for MTM Recognition. Ground service time is dependent on your distance from our factory. Usual transit time is 1-5 business days for the contiguous US, with Alaska and Hawaii taking up to 7 business days.

If Ground shipping does not fit your needs, we offer a variety of expedited services at additional costs:

3 Day Service

This option is available within the continental US only and will deliver to a specified location by the end of the 3rd business day.

2 Day Service

This option is offered to all 50 states. It is scheduled to arrive at the end of the 2nd business day.

Next Day Service

This option is offered to all 50 states, for certain cities. It is scheduled to arrive at the end of the next business day.

US Mail

In the event you have a PO BOX, APO, FPO, or DPO address your order will be sent using the US Postal Service.

Drop Shipments / Split Shipments When a detailed list of items and ship-to information are provided on a disk, in a hard copy format or by e-mail in an approved Excel format, drop shipment charge is $7 per location, plus shipping and handling.

Damage Claims

Contact your CCA for information regarding damage claims within 10 days of receiving your order.

Returns

A Return Authorization (RA) number must be issued for all returns. Merchandise without a RA will not be accepted. Custom orders may not be returned unless a factory defect exists. A 20% restocking fee applies to all returns.

HELPFUL DEFINITIONS

Imprinting

An image is exposed through film onto a screen and coated with light sensitive material. Ultraviolet sensitive inks are pushed through the screen mesh and the image is transferred to the surface. The material is then processed through an ultraviolet light that cures the ink and maintains a permanent, vibrant color. PMS color match $45.00

Laser Engraving

A high tech etching process used to customize the award with art or personalization. Generally it is used on wood or acrylic. A laser is focused onto the surface of material and the intense heat generated vaporizes the material leaving an etching.

Raster Art (JPEG, TIF, GIF, PSD) The representation of images as a collection of pixels (dots). Images created in this format are more difficult to scale and size without losing detail and are not recommended for production processes. Acceptable raster art is created at 300 dpi (dots per inch) and should be submitted as JPEG, TIF, GIF or PSD files.

Vector Art (EPS, AI)

The use of points, lines, curves and polygons to represent images. Items created in this format can easily be scaled and reproduced without losing details. Acceptable vector art is created in Adobe Illustrator (AI). Files created in either of these programs that have been converted to an Encapsulated PostScript (EPS) are also acceptable.

Sand Etching

An image is converted to an emulsion-based mask that is adhered to the surface to be etched. Small particles of abrasive material are combined with high-pressure air and focused on the surface. The mask allows only the exposed areas to be etched. Depth of etching can vary depending on artwork and color can be applied (*additional charges may apply*).

Logos used in this catalog are for demonstration purposes only and are not to be considered an endorsement of these products.

Pricing subject to change without notice.