



General Information

552 South Quincy
Tulsa, Oklahoma 74120
(918)582-1165
Fax:(918)582-1166
www.bhengraving.com

ARTWORK AND DESIGN

Our finished product will only be as good as the art you put into it. If we determine your submitted art is not up to our quality standard we will contact you.

Artwork for Camera needs to be clean black and white color separated (if multiple colors) at least 100% of final product.

Artwork for Computer our preferred art formats are vector files fonts converted to curves in Corel Draw X3 or earlier, or Adobe Illustrator CS2. We recommend Bitmap files are at least 300 DPI. For other file types contact us and we will make every effort to use your art.

If you do not have art available we have in-house art designers that can create your artwork. Art charges start at \$25.00 per hour.

CANCELLATION - CHANGES

If an order is cancelled or decreased, you will be billed for any labor or materials that have been used to that point in production. Changes that effect work that has been done to your product or addition labor or costs involved in your changes will be added to your final bill. Any charges will be discussed with you when changes are requested.

COLORS

We use PMS charts for our color matching. We make every effort to match your color. Unfortunately pantone charts are guides for printing on paper and color will look different on different materials, exact matches can not be guaranteed. Computerized color matching is available, consult us for price.

DROP SHIPMENTS

We can ship your product to additional locations for \$3.50 per location.

IDENTIFICATION LABELS

Labels can be applied to presentation boxes at no charge

LOST OR DAMAGED MERCHANDISE

If you receive any damaged shipment it is your responsibility to make a claim with the carrier. Please keep all packaging and contents for inspection. We will assist in any way we can to help you with your claim. We are not responsible for items lost if you request it to be sent standard US Mail. If an order is lost in transit we will work with you to try and reproduce the order to meet your production or event requirements.

MINIMUM INVOICE

Our minimum invoiced charge is \$15.00

QUALITY CONTROL

Our quality policy is that every employee that touches your product insures what we produce meets and exceeds your needs. If a product does not meet your quality requirements we will make every effort to remedy the situation.

TERMS

Normal terms are payment is due upon receipt. Net 30 terms are available please contact our accounting department to set up an account.

VACATION

Our factory is closed the week from Christmas to New Years Day. We hope you will take this time to enjoy your families and friends and we will look forward to the new year when we can *help you make a better impression!*



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OUR RESPONSIBILITY

We are not responsible for replacement of Customers Own Goods. Our engravers have over 20 years of engraving experience. We have engraved on many diverse items We will do our very best to make sure you are pleased with our work. Unfortunately we can not guarantee that mistakes or unforeseen problems won't occur.

PROOF APPROVAL

When a proof is submitted for your approval it is your responsibility to make sure all information is correct. This includes spelling, placement, contact information and color placement.