



Serving all industries worldwide with orders from 250 to 2,000,000

## HOW TO ORDER

**Step 1:** Call 800-341-1620 to place your order.

**Step 2:** Email your art (or concept for the design), text and specifications to [artwork@onlineriver.com](mailto:artwork@onlineriver.com)

- Please Include Your Order Number in the Subject Line.
- Send a good quality image (preferably 300 dots per inch or higher).
- Preferred file formats\*: .eps, .ai, .psd, .tif, .pdf or .jpg
- Include exact text to be used on the front and back, if applicable.
- If adding barcodes or serial numbers, indicate the sequence to use or we will assign a six-digit sequence beginning with 100000.

**Step 3:** Once we have received your artwork and specifications, we will create a proof which will then be emailed to you within 4-5 days. (Custom designs may take longer)

**Step 4:** Reply to this email indicating your approval of the proof, and we will begin manufacturing your key tags.

Production time will vary depending on the product ordered. Rush and Express service are available for some products. Please give ample lead time when planning your project as all jobs are custom printed.

Note that our production facilities are located throughout world and we can print and ship to any continent.

**Contact us at [artwork@onlineriver.com](mailto:artwork@onlineriver.com) or 203-801-5900 with any questions.**



### Suggestions:

- Please convert all text to outlines when formatting the graphic file.
- Do NOT send separate fonts.
- If you are creating artwork, please leave 1/4" from all borders.
- If you have a full "bleed" to the edges, please extend the art background at least 1/4" beyond edges.
- Please indicate any Pantone colors (PMS) being used, or we will do our best to match colors.

### Exceptions:

- Microsoft Word, Excel & Publisher files are not recommended.
- We can work with .gif files, but cannot guarantee good quality printing.

**NOTE: If your art is not in the above file formats, send it anyway! We will make every attempt to convert it to our specifications.**

**Thank you!**



## ACCEPTED PROGRAMS (Mac or PC):

QuarkXpress 6.5, Indesign CS2, Illustrator CS2, Photoshop CS2



## CREATING NEW ARTWORK

If you do not have a logo, we can create one for you at a nominal custom design fee if it will take under 30 minutes.

- a) If you only have a printed version of your logo (letterhead, business card, previously printed sample, etc.), please mail one to us. Additional charges may apply if a complex graphic needs to be re-created and takes more than 30 minutes.
- b) For new logo creation and/or art design there is a charge. We can quote the total cost prior to your placing your order. Unless it is a complex design, it typically will take 30-60 minutes for a graphic designer to create it.
- b) Complex designs will be quoted prior to commencing work and be charged at an hourly rate.

### US (Headquarters):

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### United Kingdom:

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