



We stand behind our products and services. If an error occurs we will work with our customers to find a solution to ensure customer satisfaction.

### FIVE Easy Ways to Order

- 1. Online:** You can place your order on-line by logging on to [andersons.com](http://andersons.com).
  - 2. By Mail:** Fill out the order form(s), giving all necessary information for each item ordered. A faculty/staff member or other authorized adult must sign the order to authorize shipment and guarantee payment.
  - 3. By Fax:** Our fax line is open 24 hours a day, seven days a week. Just fax us your order at **1-800-213-8166**. For fax orders, a faculty/staff member or other authorized adult must sign the order to authorize shipment and guarantee payment.
  - 4. By Phone:** Your order may be phoned in by a faculty/staff member, principal or other authorized adult. Simply call our toll free order line: **1-800-328-9640**.
  - 5. Email:** Scan your catalog order form or purchase order and send it to us at [orders@andersons.com](mailto:orders@andersons.com).
- NOTE: Do not mail the order form to us if you phone in your order or order online. This will result in a duplicate shipment.**

### General Information

**Ordering Custom Products** Custom products can be ordered using any of our 5 easy ordering methods. Please fill out the Custom Order Form on page 423, completing the 4 (or 5) easy steps as directed. Be sure to include an item number, design number, typestyle number, imprint color, layout number and clearly typed or printed imprint text.

**Ordering Products With Original Art or Photos** To provide you with the best possible imprinted products, we prefer to receive original art or photos by e-mail to [artwork@andersons.com](mailto:artwork@andersons.com) after you have placed your order. Please provide only your 7-digit order number in the subject line. There is a charge of \$25 (per piece of original art) for original art unless otherwise specified.

**Accepted File Formats for Original Artwork:**

- Illustrator CS4 or CS5. (Please convert any older versions to PDF with the fonts converted to outlines.)
- Office programs must be saved as PDF
- Please keep e-mail file size under 10MB. If over this size, compress into a ZIP or SIT file.

**Ordering Personalized Products** Personalized products can be ordered by any of our 5 easy ordering methods. Once your order has been placed, we will send you an email with a link where you can enter your list of names. **Please provide us with a valid email address that will not block our attempt to finalize your order.** If you do not have enough names to meet the minimum order, the rest may be printed with a custom imprint.

**Invoicing** After your order has been shipped, you will receive an invoice. Please pay amount due within 30 days.

**Payment Options**

**BUY NOW! Pay Later** **1. Open Account** We will ship open account to schools providing the order has been signed by the principal, faculty member or other authorized adult. Terms are net 30 days. A 1½% monthly carrying charge (18% annual rate) will be added to past due balances. A \$15 service charge will be applied to any returned check. Credit balances not claimed or used in 90 days of invoicing become the property of Anderson's.

**2. Credit Card** We accept VISA, MasterCard, Discover and American Express.

**3. PayPal** Payment is quick and easy through your PayPal account.

**4. E-Check** Call us to pay with an electronic check.

**5. Customer Reward Dollars** Anderson's Customer Rewards are considered a form of payment. They can be used as payment when ordering by Phone, Fax, Mail or Internet. Reward dollars **cannot** be combined with any discounts, promotions or Free Shipping offers.

**6. Purchase Orders** Purchase Order payments must be accompanied by a completed Order Form, including item and imprint information and contact name, phone and e-mail.

We make every effort to ensure that all information in the catalog is correct at the time of printing. Occasionally, however, a typographical error may occur. While we try to portray our merchandise as accurately as possible, colors may vary slightly due to the printing process.



**Production Time** Production time varies and is usually stated for each item. Themes and kits are 5 school days unless otherwise noted. Please allow for production and shipping time starting when your order is received by us. Our production schedule sometimes allows us to ship orders in less time than stated. Call toll-free 1-800-328-9640 for information on rush service.

**Shipping** Orders are shipped UPS ground service whenever possible. Please allow six business days for shipping within the contiguous U.S. Orders over 100 lbs. may be sent via truck. Shipping by truck may take 7-10 business days. If your order must be sent by air to make your need date, you will be billed the expedited shipping cost. All shipping charges will be billed on your invoice. See page 422 for shipping charges. Extra shipping charges may be applied for residential delivery, increased fuel service charges and remote area surcharges in accordance with UPS ground service standard rate premiums. Due to the heavy and bulky nature of our themes and kits, an additional shipping charge equal to 10% of the total price of the theme or kit will be added to your order.



Most stock items will ship the same day if ordered by 12:00 CST. This does not apply to imprinted items, banners, themes, decorating kits, international orders, back orders and credit card declines.

**Returns** All returns are subject to a minimum 15% restocking fee, therefore, we encourage you to estimate your needs as closely as possible. Merchandise may be returned only within 30 days of receipt of order and with a Return Authorization Number. Go to [andersons.com](http://andersons.com) to obtain return authorization. A product received without a Return Authorization Number becomes the property of Anderson's. Only unused and unopened merchandise with its original packaging and accessories will be accepted. Return shipping is the responsibility of sender. Headwear, food items, imprinted items, glow products, and seasonal and/or dated items after the event date cannot be returned. All closeout sales are final.

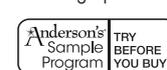
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**Overruns & Underruns** Due to the variation in manufacturing of custom imprinted items, quantity shipped may vary from the quantity ordered by 5% over or under. This will be considered fulfillment of your order and you will be billed for quantity shipped.

**Cancellations** Cancellation of custom imprinted items cannot be accepted once production has begun.

**Proofs** An email proof will be sent at your request prior to production. Proofs require 3 days production time.

**Catalog Effective** Current listed prices are valid through June 30, 2012. Anderson's reserves the right to change prices at any time. Visit [andersons.com](http://andersons.com) or give us a call for up-to-date price information.



**FREE Sample Program** Our Free Sample Program allows you to select up to \$20 worth of your favorite items and view them in person before placing your order. Sample orders exceeding \$20 will be billed the difference. Available on quantity priced items only (e.g., Glassware, Key Tags, Frames, Invitations). Samples not available on items sold in quantities of one (e.g., Tiaras, Glow Items, Banners). A \$5 shipping fee will be added to all sample orders. Call us at **1-800-328-9640** or visit us online at [andersons.com](http://andersons.com) to order samples.

### Using Order Forms

1. If you are ordering general merchandise, please use the General Order Form (page 421).
2. If you are ordering **BOTH** general merchandise and imprinted products, please use the General Order Form (page 421) and the Custom Order Form (page 423). Please fill out the total for both pages on page 421 to receive your grand total from both order forms. Please submit both order forms.



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