



8597 N. 300th Street  
Altamont, IL 62411  
844.848.9037  
[colorguppyprinting.com](http://colorguppyprinting.com)

## Ordering Info:

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**Submitting an order:** Email your PO and artwork to [sales@colorguppy.com](mailto:sales@colorguppy.com); once received, you will get an order acknowledgment emailed back to you. Please review carefully and contact us immediately to correct any errors.

**Production times:** Approximate production times are listed for each item on each catalog page. Specific dates must be confirmed with our Customer Service Representatives. Proofs will be emailed with each first-time order. Production time begins after proofs are approved and returned.

**Return Policy:** Only unimprinted bags may be returned.

**Shipping:** Most orders are shipped UPS Ground and USPS Priority Mail. Shipping charges will be calculated for each order. Third Party UPS accounts can be used at no additional cost.

**Blank Pricing:** Purchase order required. Ships within 24-48 hours after credit approval pending stock. Cost for blank bags is EQP.

**Changes & Cancellations:** Once the order & artwork is approved, no cancellations are allowed.

**Distributor Self Promotions:** Distributor logo/information must be printed on the bag. Self promo pricing is EQP.

**Pre-Production Spec Sample:** FREE!!! Upon request, we will send you a free pre-production spec sample of any bag you have ordered.

## Submitting Logos/Artwork:

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**1 Color Imprint:** Email print-ready grayscale/black artwork to [sales@COLORguppy.com](mailto:sales@COLORguppy.com). Vector, PDF, high-resolution (300 ppi) Tif, or PSD files preferred. All fonts must be converted to outlines, rasterized or supplied. Include or embed all placed images.

**Full Color Digital:** Email print-ready CMYK artwork to [sales@COLORguppy.com](mailto:sales@COLORguppy.com). Vector, PDF, high-resolution (300 ppi) TIF, or PSD files preferred. All fonts must be converted to outlines, rasterized or supplied. Include or embed all placed images.

Additional fees will occur if low-resolution files are submitted and art must be redrawn.

**Color Matching:** If color match is critical, please specify a Pantone Matching System (PMS) number for reference. Due to variations in ink formulations, base materials, and production processes, subtle color changes beyond our control can occur. Therefore, perfect color matches are not guaranteed.

**Imprint Area:** On the website each product has a .pdf template you can download or the imprint area is listed under each item. We request that you submit your artwork to the size you want it to print.

## Contact us:

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**Phone:** 1-844-848-9037

8AM-5PM Central Time Monday-Friday to speak to one of our helpful Customer Service Representatives.

**Online:** [www.colorguppyprinting.com](http://www.colorguppyprinting.com)  
24 hours a day, 7 days a week.

**Fax:** 1-800-920-0674

24 hours a day, 7 days a week.

A confirmation will be sent during normal business hours:  
8AM-5PM Central Time Monday-Friday

**E-mail:** [sales@colorguppy.com](mailto:sales@colorguppy.com)

24 hours a day, 7 days a week.

We will respond during normal business hours:  
8AM-5PM Central Time Monday-Friday

**Mail:** COLORguppy Printing  
8597 N 300th St. • Altamont, IL 62411

## Methods Of Payment:

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**Credit Card:** We accept VISA, MasterCard, Discover or American Express

**Open Billing:** First-time orders require credit card or pre-payment. A signed credit application and resale certificate are required to establish accounts. Payment terms will be established upon approval of credit application. For a copy of our credit application form, please call 844-848-9037 or email [sales@colorguppy.com](mailto:sales@colorguppy.com)

**Canadian Customers:**

Orders are billed in U.S. dollars.

Please pay with VISA, MasterCard, Discover, or American Express.  
Please call for shipping charges.

## Distributor Tools:

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**Flyers:** We have full color product flyers available on our website for you to download and show to customers with retail pricing.  
[www.colorguppyprinting.com/specialsflyers.htm](http://www.colorguppyprinting.com/specialsflyers.htm)

**Virtual Sample:** You can upload your logo/brand and view your virtual branded image on all our products - just click "Create Virtual Sample" under the product image on the website!