

# General Information



We want you to be thrilled with your experience. If you are not 100% satisfied with our products or service, please give us a call and let us know. We will do whatever it takes to make it right.

P.O. Box 64784, St. Paul, MN 55164

## 5 Easy Ways to Order

### Online!

Shop online for 24 hours a day, 7 days a week.

### By Mail!

Complete the proper order form(s). Fill in your Priority Code Number found on the back cover. If you are ordering imprinted items, include an 8 1/2" x 11" sheet of paper showing a sketch of your original design and layout (Note: We prefer to receive your original design electronically). Have the order authorized by your principal or faculty advisor. If you are using a purchase order, be sure to include the following: 1) Catalog order form with complete item and imprint information and 2) Complete and correct contact name, phone number and e-mail address. Send your completed order form and payment information to: **P.O. Box 64784, St. Paul, MN 55164.**

### By Phone!

Call us at **1-800-328-5393**. Complete the proper order form(s) and have them ready when you call to place your order. To avoid duplicate orders, **DO NOT MAIL OR FAX THE FORM IF YOU PHONE IN YOUR ORDER**. If your school requires that a purchase order be sent for phone orders, the purchase order must be marked in large, bold letters CONFIRMATION OF PHONE ORDER--DO NOT DUPLICATE. Phone orders placed by students must be authorized by the principal or a faculty member at the time the order is placed.

**Note:** To provide you with the best possible imprinted products, submit original art or photos by e-mail to [artwork@promnite.com](mailto:artwork@promnite.com) after you have placed your order. Please provide only your 7-digit order number in the subject line. There is a one-time charge of \$25 (per piece of original art) for original art unless otherwise specified. The \$25 charge includes sizing your art to fit the product imprint area. An additional charge of \$25 per hour or fraction of an hour will apply for clean up or redrawing of your artwork.

### By Fax!

Complete the proper order form(s). Fax to **1-800-964-0297**. To avoid duplication, **DO NOT MAIL THE FORM IF YOU FAX YOUR ORDER**. Note: Orders that require original artwork cannot be faxed.

### By E-mail!

Step 1: Complete your catalog order form using blue or black ink. Step 2: Scan the order form and Purchase Order (if applicable). Step 3: Save the order form as an attachment. Step 4: Send the order form and PO as attachments to [orders@promnite.com](mailto:orders@promnite.com).

## Imprinted Items

Production time for most imprinted items is 7-15 school days. When ordering, please provide the exact date of your event. Allow specified production time plus shipping time. Artwork charges will apply for all art design at a rate of \$25 per hour if your order is cancelled prior to production. Minimum charge is \$25. Orders in production cannot be cancelled.

## Payment

Payment is due 30 days from date of invoice. A finance charge of 1 1/2% (18% annual rate) will be added to past due balances. Credit balances not claimed or used within 90 days of invoicing become the property of Prom Nite. There will be a minimum service charge of \$15 applied to returned checks (based on regulations of the state the check is drawn on).

## Information and Prices

Merchandise ordered from outdated catalogs will be invoiced at current prices. We make every effort to ensure that all information in our catalog and on our website is correct at the time of publication. 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. We reserve the right to change prices at any time. Visit [promnite.com](http://promnite.com) or give us a call for up-to-date price information.

## Rush Production

Rush production charges are as follows: imprinted items--\$50 for first line item; \$10 per each additional line item; paper products (invitations, tickets, napkins, etc.)--\$15; unimprinted items--Please call us at **1-800-328-5393** for a quote.

## Fewer Than Minimum Order

If you need a quantity that is fewer than the minimum specified, please contact us. In many cases (but not all), we can imprint fewer than the minimum specified. There will be a charge for this service.

## Delivery

Open and inspect all merchandise as soon as it arrives. Immediately report any shortages or items that have been damaged in shipping to our Customer Care Center toll-free at **1-800-328-5393**.

## Logos

The submission of any order constitutes a representation and warranty by the individual or entity submitting the order that such individual or entity is the owner of all trademarks or copyrighted material contained therein or has obtained all required consents or authorizations from the owner(s) to print such material. The display of any design or logo in our catalog or on our website is for demonstration purposes only and does not indicate or imply that any such design or logo may be reproduced with out the authorization of the owner of any trademark, copyright or other right in such design or logo.

## Returns

Merchandise must be returned within 30 days of receipt of order. Only unused and unopened merchandise with its original packaging and accessories will be accepted. All returns are subject to a minimum 15% restocking fee. When ordering, we encourage you to estimate your needs as closely as possible. Due to health concerns, costumes, headwear, and food items cannot be returned. Other non-returnable items include: glow products, seasonal and/or dated items after the event date. All closeout sales are final and cannot be returned. Imprinted items are non-returnable. NOTE: Returned shipping is the responsibility of the sender.

## Customer Service

Please call our Customer Care Center at toll-free **1-800-328-5393** with any questions you have regarding the products featured in our catalog or on our website.

## Shipping

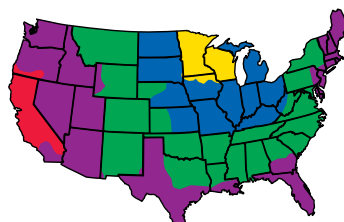
We will gladly ship to APO/FPO addresses. However, due to the regulations imposed by shipping carriers, we are not able to ship our wire structures to these addresses. Orders are shipped via UPS ground service whenever possible; large orders may be sent by truck. UPS can reach most delivery points in the 48 adjoining United States within one to two weeks; truck shipments may take two to three weeks. If your order must be sent via air to meet your event date, you will be billed on the invoice. We strive to ship all our themes and kits within 48 hours of the receipt of your order; allow up to five school days for arrival. Due to the heavy and bulky nature of our themes and kits, there will be an additional shipping charge equal to 5% of the total price of the theme or kit. 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.

The following prices are for ground shipments within the continental United States. Charges for shipments outside this area will be billed on the invoice. Customer is responsible for tax and duty charges for shipments outside the United States that are subject to these charges.

## Ground Shipping & Processing Charges

Amount	Shipping	Amount of Order	Shipping
\$.01 - \$25.00	\$11.99	\$200.01 - \$250.00	\$44.99
\$25.01 - \$50.00	\$16.99	\$250.01 - \$300.00	\$51.99
\$50.01 - \$75.00	\$21.99	\$300.01 - \$350.00	\$56.99
\$75.01 - \$100.00	\$26.99	\$350.01 - \$400.00	\$63.99
\$100.01 - \$150.00	\$33.99	Each additional \$100	\$18.99
\$150.01 - \$200.00	\$38.99		

Freight prices and charges are subject to change without notice.



- Two Days
- Three Days
- Four Days
- Five Days
- Six Days

## Typestyles

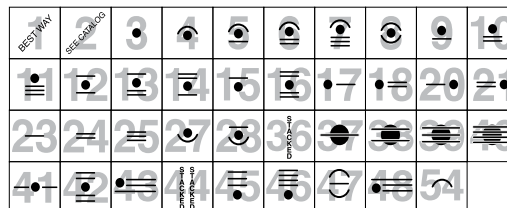
(Available on all imprinted items except invitations, memory books, tickets, place cards and napkins; typestyles for those items are as shown on catalog page)

- |   |  |
|---|--|
| (1) Let Us Choose                             | (21) Match Catalog                         |
| (2) <b>Benguiat Medium</b> (All Caps or U/L)  | (31) <i>Parisian</i> (All Caps or U/L)     |
| (4) <i>Brush Script</i> (U/L Only)            | (30) <i>Minimal</i> (U/L Only)             |
| (6) Friz Quadrata (All Caps or U/L)           | (32) <i>Pepita</i> (U/L Only)              |
| (16) <i>Palatin Italic</i> ( All Caps or U/L) | (34) <i>Swellboundhand Bold</i> (U/L Only) |
| (18) <b>Tekton Bold</b> (All Caps or U/L)     | (42) <b>Kaufmann Bold</b> (U/L Only)       |
| (20) <b>Zapf Chancery</b> (All Caps or U/L)   | (84) <i>Amazon</i> (U/L Only)              |

More typestyles available online at [promnite.com](http://promnite.com)

## Imprint Layouts

(Available on all imprinted items except invitations, memory books, tickets, place cards and napkins; typestyles for those items are as shown on catalog page)



**BUY TODAY**  
**Pay Tomorrow**  
**WE SHIP OPEN ACCOUNT**

All mail-in orders will be acknowledged. We will ship open account to any school if the order is signed by the principal or a faculty member. We accept Visa, MasterCard, American Express and Discover cards.

**SAME DAY Shipping!**  
When you order by 1:00pm EST

Some of our stock items can be shipped the same day you order if you place your order by 1:00 pm, Eastern Standard Time. Same day shipping does not apply to: • themes • decorating kits • banners • international orders • back orders • credit card declines

**FREE samples**

Choose up to \$20 worth of imprinted items or fabric swatches to view them in person before you order. Sample orders over \$20 will be billed the difference. Available on quantity-priced items only (e.g. frames, glassware, key chains, invitations). Not available on items sold in quantities of one (e.g. banners, sashes). A \$5 shipping charge will be added to all sample orders.

**Price Match**  
YOU FIND IT...WE'LL MATCH IT plus 10%

We guarantee the lowest prices! If you find a lower price on an identical item, we will match that price PLUS give you 10% of the difference between the two prices (EXAMPLE: Prom Nite's price: \$100; you find it for \$75. Prom Nite authorizes price match of \$75 plus gives you a discount of \$2.50, which is 10% of the \$25 difference). Documentation of lower price (e.g. catalog cover, catalog page or website address) is required.