



## CUSTOMER JOB PACKET

Thank you for choosing ACME Manufacturing Company for your project.  
Please complete the following steps to get your order underway:

- Fill out and sign all attached forms
- Include forms, 50% deposit, master, artwork, printouts of your art, and a copy of your quote (if applicable) in your envelope.
- Send your package to:

ACME MFG CO.  
959 E Collins Blvd STE 123  
Richardson, Texas 75081

Once we receive and process your order, we will send you  
confirmation of your order by e-mail.

We appreciate your business.

ACME MANUFACTURING COMPANY



# ACME MFG CO. CD-R DUPLICATION ORDER FORM

959 E Collins Blvd STE 123 Richardson, Texas 75081 phone: 800-449-5326 fax: 214-827-2226

JOB NUMBER/NUMBER: \_\_\_\_\_

DATE: \_\_\_\_\_ E-MAIL: \_\_\_\_\_  
 NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_  
 CO. NAME: \_\_\_\_\_ FAX: \_\_\_\_\_  
 STREET ADDRESS (No PO Boxes): \_\_\_\_\_  
 CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_  
 JOB NAME: \_\_\_\_\_

ARTWORK CONTACT: \_\_\_\_\_ E-MAIL: \_\_\_\_\_ PHONE: \_\_\_\_\_  
 Send proofs to  Customer  Other (use spaces provided below for address) mail PDF proof (fastest)  
 Name: \_\_\_\_\_ Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Phone: \_\_\_\_\_

## 1 BASIC CD-R DUPLICATION

If you are doing a CD-R Promotion Package with price skip to section 2  
 DUPLICATION QUANTITY: \_\_\_\_\_ USE THE ACME CD WEBSITE [www.acmecd.com/pricing.html](http://www.acmecd.com/pricing.html) TO DETERMINE YOUR PRICING  
 MASTER FORM  FTR \$50 transfer charge \$ \_\_\_\_\_  
 PRINTING ON CD  Printing  No Printing \$ \_\_\_\_\_  
 PACKAGING  Bulk  Paper Sleeve (includes Jewel Case)  Jewel Box (30)  Slimline (30)  Clam Shell (40) \$ \_\_\_\_\_  
 PRINTED DISC SAMPLES includes overnight delivery. This may affect turn time. \$ \_\_\_\_\_  
 HAVE RUSH CHARGES BEEN DISCUSSED?  If yes, how much \$ \_\_\_\_\_ DESIRED DELIVERY DATE: \_\_\_\_\_ \$ \_\_\_\_\_

## 2 ACME PROMO PACKAGES:

ALL PACKAGES INCLUDE: UP-GRADES (check here for):  
 100 Promo Package • Duplication and printing of CD-Rs  4 panel insert (4/1)  
 200 Promo Package • Professional, off-set printed 2 panel insert  Free UPC (bar codes)  No  
 • Traycard 4/0  Full-color inserts (4/4)  
 • Jewel Case  Shrink-wrap  
 Professional design and layout

(TO DETERMINE PRICING GO TO <http://www.acmecd.com/pricing.html>)

TOTAL \_\_\_\_\_

## 3 SHIPPING:

FED EX  Fed Ex Ground  Fed Ex Express Saver  2-Day  Standard Overnight  Priority Overnight  First Overnight INSURE FOR: \_\_\_\_\_  
 BILL CUSTOMER'S FED EX ACCOUNT #: \_\_\_\_\_  BILL CUSTOMER FOR SHIPPING ON FINAL INVOICE  
 ALTERNATIVE SHIPPING CARRIER \_\_\_\_\_ SHIPPING METHOD \_\_\_\_\_ CUSTOMER ACCT. # \_\_\_\_\_

## 4 PAYMENT INFORMATION:

CREDIT CARD #: \_\_\_\_\_ EXP. DATE: \_\_\_\_\_  
 Is billing address the same as the shipping address?  Yes  No (If not, include billing address below.)

NOTES: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

By signing below, I authorize ACME Mfg. to perform the work above. I have read and understand the terms and conditions (p

AUTHORIZED BY: \_\_\_\_\_ DATE: \_\_\_\_\_



**ACME CD MANUFACTURING COMPANY**

- **Mastering Services**
- **Representation and Guarantee**
- **Copyright and Reproduction Rights**

**REPRESENTATION AND GUARANTEE**

\_\_\_\_\_ hereby warrants and declares to ACME CD (the Manufacturer) and its agents that he has all authorizations necessary for the lawful reproduction of the items entrusted to him by ACME CD, notably in respect of copyright and other intellectual property rights and in respect of reproduction by manufacture, and further warrants and declares that such reproduction will under no circumstances infringe upon the rights of any other person or result in legal proceedings based on the infringement of the aforementioned rights or on any other unfair or illegal practice.

The Client further agrees to save the Manufacturer harmless from and against any legal proceeding, which could result from the reproduction of the items by the Customer, this includes defending or intervening on behalf of ACME CD in any such proceeding.

Without restricting the generality of the foregoing, the Customer agrees to pay on behalf of the manufacturer any costs, legal fees, damage awards or other sums of money imposed on or incurred by the latter as a result of any legal action or threat thereof in relation to the production of said items, or as a result of any dispute concerning the reproduction of the items by the Client.

In all cases, the Customer undertakes to ensure that ACME CD will not be held liable in relation to the reproduction of the items.

**COPYRIGHT DECLARATION**

\_\_\_\_\_ hereby declares and guarantees to the manufacturer, ACME CD MFG. CO. and its agents, that he has all the required authorizations concerning the reproduction work that he is giving to ACME CD MFG. CO. (Copyrights and all other rights) and that such work contains nothing that is likely to violate the copyrights of any person nor any element that could constitute a reason to institute legal proceedings based on the violation of any right or any illegality.

\_\_\_\_\_ hereby agrees to hold the manufacturer ACME CD MFG. CO. and its agents harmless of all or any liability that may arise from a final judgement concerning the representation and warranties made by, in this present agreement, including, but without restricting, all damages, disbursements, judicial costs and reasonable attorney fees incurred by the manufacturer ACME CD MFG. CO. or that he might be called upon to pay.

By signing below I acknowledge I have read and understood the above, as well as ACME CD MFG. CO's Terms and Conditions (available online at <http://www.acmecd.com/cdromterms.html>).

\_\_\_\_\_  
The Client

\_\_\_\_\_  
Date

**ACME MANUFACTURING CO. 1-800-449-5326 E-MAIL: [info@acmecd.com](mailto:info@acmecd.com)  
FAX: 214-827-2226 [www.acmecd.com](http://www.acmecd.com)**

## IMPORTANT! PLEASE READ!

If you have ordered an ACME "promotional package" and your master is an audio CD, it is necessary to inform you of a few matters. If the artwork provided for your disc is "full-coverage", it requires printing on "pre-labeled" CD-R media (in order to absorb a larger quantity of ink).

In a small number of cases, these "pre-labeled" CD-Rs either will not play or may play inconsistently. The CD players referred to include (but are not limited to): car CD players, portable "jam box" type players, personal "walkman" type CD players, CD players more than 10 years old, computer laptops, etc.

This is primarily for two reasons:

- 1). The limitations inherent in the CD-R format (ACME "promotional packages" are duplicated onto CD-Rs, not replicated CDs).
- 2). Full coverage discs are printed on pre-labeled media, which are slightly thicker than a "non-labeled" CD-R.

**If your "promotional package" CD will likely be used in any of the above situations, ACME CD Manufacturing recommends that you do one of the following:**

1). That your art be modified such that it can be printed on a "printable" CD-R as opposed to the "pre-labeled" media. This can be done, in most cases, by removing any solid background colors or pictures that cover the whole disc surface.

or

2). That you purchase a replicated CD product instead. A replicated CD is the most reliable way to insure that your CD will play well in all CD players on the market. Go to [www.acme.cd.com/cdfork.html](http://www.acme.cd.com/cdfork.html) for more information.

# ACME MANUFACTURING COMPANY: TERMS AND CONDITIONS

**DEPOSIT:** We require at least a 50% deposit on all orders with the reminder to be paid upon delivery (no C.O.D.s). No work will proceed on any order until the appropriate deposit has been received. We require final payment in full before shipping any product. We accept Visa, MasterCard, American Express, Discover, Money Orders, and personal or company checks.

**OVERS & UNDERS:** Because of quality-control considerations, it is not always possible to produce the exact number of units ordered. Therefore, it is policy throughout the duplication industry to allow for up to a 5% over-run or under-run, with your price adjusted accordingly (your final payment will only reflect the exact number of units delivered). This policy has no exceptions, and applies to all orders. Be sure you understand it before placing your order.

**TURN-AROUND TIME:** Turn times are quoted in working days. Please keep in mind that your job cannot begin until all artwork has been approved, all materials have been received, and all forms have been filled out completely. Quoted turn times do not include the amount of time needed to do a layout or the amount of time needed to get film output. Customer delays in the return of proofs, sign-off forms for artwork approval, or any other verbal or written artwork approval are not included in quoted turn times. Customer delays caused by changes in the artwork or layout, or changes in the order are not included in quoted turn times. Other items which may add to turn times include: top-spine labels, colored trays, special order items, sticker placement, additional inserts, bar code punching, customer supplied packaging and/or inserts, non—standard assembly requests, etc. We will not start a job until we have received an order form. Stated or quoted turn times also do not include the transit time from our door to yours. There are varying rush options. Please call 800-449-5326 for prices and availability.

**DEADLINES:** Although we will make every effort to meet your deadline, we are not liable for delays. Any shipping upgrades rush charges, etc. required to make your deadline are your responsibility. Our normal shipping method (in most cases) is by FEDEX Ground. We are not responsible for delays caused by the shipping company.

**FREIGHT:** Quoted prices do not include shipping costs unless otherwise specified. Customer will be responsible for the method of freight they select on an ACME CD Mfg. order form. Please be aware that overnight shipping is expensive.

**ARTWORK:** All artwork revisions made after artwork has been approved will incur a service fee above and beyond the cost of materials. ACME Mfg. will not be held liable for errors or omissions in the customer-provided masters and art files or for film developing problems due to a file or font error, nor can we be held responsible for delays caused such occurrences. All materials submitted to extra shipping charge to return any production materials. We cannot be responsible for materials damaged in transit. Please insure your package accordingly. We will normally communicate directly with the graphic designer, or other contact person, by e-mail. Please call us with your specific needs. Photoshop files are not necessarily acceptable for final layouts. ACME Mfg. cannot be held responsible for neglecting to place a UPC code into the customer's layout if there is no-written request or indication of placement on art included with the customer's materials.

**CANCELLATION:** If an order is cancelled the customer is responsible for all art charges or manufacturing charges (including glass mastering) incurred while in production. A cancellation fee may also apply. Special order items are non-cancelable and non-refundable.

**COPYRIGHTS:** Software piracy is a federal offense. We will not perform any illegal duplication. We cannot begin any job without an Intellectual Property Rights (IPR) form completely filled out and signed. Failure to return this form will cause delays. Duplication of copyrighted material will require proof of copyright ownership. With regard to audio CDs, this includes, but is not limited to, samples (of other artists' music), audio tracks and/or dialog from movies, audio tracks and/or dialog from documentaries, audio tracks and/or dialog from television, and spoken word material.

**MISC:** Your quote is valid for thirty (30) days. All prices and policies are subject to change without notice. We reserve the right to change prices, materials, and specifications without notice or obligation. If the customer fails to pay within sixty (60) days for any work completed or does not accept delivery or pick up his finished product within ten (10) days from the completion date, ACME Mfg. has the right to sell, dispose of, or use any such material on hand in any way the company chooses. Until all debts are paid in full, the finished product, including all materials used in the creation of the finished product, become the property of ACME Mfg. ACME Mfg. applies late payment charges of 1.5% interest per month to the total amount on unpaid or overdue invoices. Do not send any data that has not been backed-up. We cannot be held responsible for lost or damaged data. ACME Mfg. will not be liable for any direct, indirect, special, incidental, reliance, or consequential damages however caused and regardless of character. ACME Mfg. limits liability to rerun or refund (at our sole option) on the services performed, providing that the product is deemed defective by reason of workmanship or material. Reruns or refunds will only commensurate with the quantity of goods returned to us. If there is a problem with your order, it is your responsibility to notify us immediately. No product is replaced, or credit given, more than ten (10) working days after the client's receipt of the product.

**PERSONAL GUARANTEE:** Signing an ACME Mfg. Co. order form or issuing a company purchase order constitutes a personal guarantee on the part of the individual placing the order to pay all debts incurred by a company, even if the order is place by, or the invoice is made out to a corporation or partnership.