

## LOGO24 Terms and Conditions

The intention of LOGO24 is to offer Amrod clients an option when your client needs us to brand an order urgently.

To enable a next day branded offering, Amrod has followed international practice with regards to this service. As a result there are certain restrictions associated with LOGO24 and it is extremely important to ensure that you are familiar with our **LOGO24 Terms and Conditions** prior to placing your LOGO24 order.

**Please make sure to read the following very carefully:**

1. Logo24 orders may only be placed online. Emailed or faxed orders are not accepted for LOGO24.
2. Once a LOGO24 order has been placed online, **no amendments or cancellations are possible**. Given the urgent nature of LOGO24 orders, immediately upon placing (and paying for the LOGO24 order), your order will be pulled by our warehouse and sent to our branding department to commence branding.
3. Importantly, due to the urgent nature of LOGO24 orders, **no branding layouts** will be generated for your order. The logo you supply us (uploaded by you during the online ordering process), will always be branded at the maximum possible size in the position that the LOGO24 branding guideline demonstrates. This logo will be centred within the demarcated branding area on the branding guidelines. All LOGO24 branding guidelines can be viewed on the Amrod website and differ from the standard branding guideline for the product in question. Our branding experts will position the logo on the product in the manner and orientation which they think will best represent the brand on the product. If you have specific requirements for position or size, please place a standard branding order and not a LOGO24 order. Branding outside of the demarcated LOGO24 branding area, or at a size that exceeds the maximum branding space, will not be available as part of the **LOGO24** offering. Logos will not be modified once sent to us. If artwork contains fine detail or small text that may close up, please ensure that you remove the fine detail or small text before uploading the artwork for branding.
4. Complete and accurate electronic artwork must be uploaded online at the time of order placement and must be in vector format. Your LOGO24 artwork will only be accepted if submitted in vector format in one of the following formats: **.pdf (workable PDF), .cdr (Corel Draw), .eps (Photoshop), ai (Adobe Illustrator)**. Please note that non-vector artwork saved into these file formats do not qualify as vector artwork and if received in this manner, your order will revert to standard lead times.
5. At the time of artwork upload, pantone colours must be supplied where you require a specific pantone for either Pad Printed or Screen Printed products. For digital branding processes involving full colour logos, vector artwork must be correctly supplied to reflect CMYK colours.

If artwork received is unsuitable for the **LOGO24** process, your order will revert to standard lead times.

6. **LOGO24** is limited to specific gifting products with minimum and maximum quantities applicable per product, per order. These quantity parameters per product for LOGO24 are visible on the amrod website.
7. Online payment, via the Pay-U online portal on [www.amrod.co.za](http://www.amrod.co.za) is required from COD clients upon completion of the order. For COD clients, **payment is required within 30 minutes of order placement**, failing which the order will expire and must be placed again. Once the order has been placed and paid for, via the Pay-U online portal on [www.amrod.co.za](http://www.amrod.co.za), a confirmation email will be sent to you. If you do not receive a confirmation email, please urgently enquire with your account manager or if after 5pm, our nightshift team ([nightshift@amrod.co.za](mailto:nightshift@amrod.co.za)).

**8. Orders placed Monday to Thursday:**

The **LOGO24** service is available Monday to Thursday (when they are trading days in South Africa) and orders must be placed (all clients) and paid (COD clients) by 5pm to be complete and ready for collection in Johannesburg by 5pm the following day (if it is a trading day in South Africa).

**Orders placed on Friday:**

Orders placed and paid for before 12pm on a Friday (where it is a trading day in South Africa) will be completed by 5pm the following Monday in Johannesburg (if it is a trading day in South Africa). Orders placed after 12pm on a Friday, weekends or South African public holidays will not qualify for **LOGO24** service and be treated as standard orders with regular branding lead times.

9. This service may require us to contact you after hours. As such, when placing your order, you will be required to insert a contact number to enable us to contact you via email and/or phone until 9pm. If we are unable to contact you to resolve an artwork query, the order will revert to standard lead times.
10. If your account is already set to blanket delivery for branch orders, your order will be sent to your pre-determined branch. If your account is not on blanket delivery, you will need to select branch delivery location via an automated confirmation email which you will receive after payment of your order. If this confirmation email is not received, the branch delivery request was unsuccessful and delivery will therefore not take place. Amrod will not be obligated to fulfil the delivery in this instance so please ensure that you receive the confirmation email.  
Please note that we cannot ever guarantee that a LOGO24 order will be sent to the branch on the day that the order is due for completion as the cut-off for Branch delivery is 3.30pm and the LOGO24 ready time is up to 5pm, therefore orders which are ready after 3.30pm will only leave for the branch the following day and standard branch delivery lead time will apply.
11. No rejections will be accepted under the **LOGO24** service, should fine detail or small text close up when branded. Amrod will brand at maximum size and centred, based on the LOGO24 guideline.
12. **LOGO24** service is only available to clients on Quartz status and up.

**Helpful Tips:**

Text will not be accepted for LOGO24 if expected to be smaller than the below:

Pad print	– 1mm high
All digital	– 1mm high
Laser engraving	– 1mm high
Screen print	– 2mm high

*Thank you for using Amrod's LOGO24 service.*

