



Fact Sheet

Title Support Services Guaranteed and Expedited Schedules

Guaranteed Schedules

Our Guarantee:

Malloy will have the job ready to ship by the specified date, or you will not be billed for the job.

Process:

1. **Together:** Prior to receipt of files, it will be necessary for you and your Malloy CSR or Sales Rep to discuss and agree upon the specifications of your job and your scheduling requirements in order to reach a common understanding of the job parameters and the *ready-to-ship* date.
2. **Malloy will:** Have your job ready on the specified date in time for any drop shipments you require to be available to ship by overnight courier.
3. **Customer will:**
 - a. Have files successfully uploaded to us before 3:00 p.m. (ET) on the date specified.
 - Files contain no problems that take more than 24 hours to resolve.
 - b. Turn proofs around in a specified timeframe:
 - Hard proofs returned to Malloy within three business days of date sent.
 - Soft proofs approved by 3:00 p.m. (ET) within one business day of the date made available.
 - Second set of proofs (for approval) is not offered.
 - c. Have shipping information to us before 3:00 p.m. (ET), one week before the guaranteed ready-to-ship date. (This is needed for ordering cartons.)

Expedited Schedules for Reprints

- The schedules listed are always available for titles that were previously printed from electronic files at Malloy. You don't need prior approval from Malloy to utilize an expedited schedule on a reprint that meets the requirements listed below.
- Expedited schedules are available for both traditional offset jobs and Digital Short Run (DSR) jobs.
- *Expedited Reprint Schedule Guarantee:* If we fail to complete your order on time, no premium will be assessed and we will discount our standard price 10%.
- Schedules are measured in business days, and the cut-off time for receipt of orders is 3:00 p.m. Eastern. For example, if it's Thursday and you want a 3 day schedule, just get your order to us by 3:00 p.m. and we'll have your books ready to ship on Tuesday.

(Continued on page 2)



Expedited Schedules for Reprints continued-

- Premiums are applied to our standard pricing, excluding freight.

<u>Soft Cover Schedule</u>	<u>Adhesive Casebind Schedule</u>	<u>Premium</u>
6 days	8 days	5%
5 days	7 days	10%
4 days	6 days	20%
3 days	5 days	30%

- Soft cover binds include perfect binding, RepKover, and saddle stitching.
- Limitations may apply for orders above either 10,000 copies or 640 pages.
- Use of floor sheets is required for all materials, including text stock, cover stock, endsheets, boards, jackets and casesides.
- Confirming proofs only.
- For soft cover books, stamping and Precision Spot Gloss are available for 6 and 5 day schedules only.
- For casebound books, Precision Spot Gloss on casesides or jackets is available for 8 and 7 day schedules only.
- Single piece cases are required on hardcover books.
- For titles archived as film or containing components requiring production outside of Malloy, such as bind-in discs or covers supplied by the publisher, prior approval for an expedited schedule from a Malloy Customer Service Representative is required.

Expedited Schedules for New Titles

Expedited schedules are also available for new titles. Additional stipulations are:

- Prior approval for the schedule must be authorized by a Malloy Customer Service Representative.
- If files fail Malloy's Preflight Inspection, the schedule will not begin until we receive files that pass.
- In the case where the publisher requests proofs for approval, the schedule will begin at the time files are cleared for printing by the publisher.

**Need books printed over a weekend?
Ask your Malloy Customer Service Representative.
If it's possible, we'll make it happen.**

June 2011