



Turn Around Time Schedule

6737 East 30TH Street • Indianapolis, IN 46219

Phone (317) 549-8484 • FAX (317) 549-8480

Web Site: www.wmg-inc.com

■ In order to meet the projected turn around times communicated to you by your WMG, Inc. sales representative, the following must be taken into consideration:

1. You must approve your final quotation before work can begin on your project.
2. You must communicate any test approvals or rejections—preferably in writing—within one working day of your receipt of said tests. Please feel free to fax us or leave a clear concise message on our answering machine if your call is after our normal business hours. **Remember: When a test is sent to you, all work on your project has ceased until we get a response. Every day after the designated day for response will add additional time to your turn around.**
3. You must return any phone calls or inquiries from our production or graphic departments. They will only call with questions or information that are important for you to act upon. Lack of response on your part will delay your project.
4. Any graphic or typesetting proofs need to be attended to promptly, so that any changes or corrections can be attended to immediately. This can cause *serious* delay to any project. **Changes, additions redesigning of graphics, or corrupt electronic files will change the original date for delivery of your project.**
5. **Any graphic color proofs and blue lines must be returned with your approval so that they may accompany the film to the printer. We *must* have these proofs or we cannot print your components.**
6. Your Compact Disc Master must be accompanied by the Label Imprint information. If you are supplying label film, it must be negative film right reading emulsion down accompanied by a color proof. We will knock out the stacking rings and convert to positive film at no charge. (All other film for printing of paper components must be negative film right reading emulsion down.) If WMG, Inc. does not have this information, there will be a delay until we receive this information from you. We also request a studio “track sheet” to accompany all Compact Disc Masters. This is a must before mastering can take place.
7. The turn around times communicated to you by your sales representative are estimates only. WMG will do everything possible to deliver your goods by your desired deadline. We can give you an approximate turn around time upon viewing your components.
8. All orders must be accompanied by a deposit of 75% of the projected job cost. This is waived if you have pre-approved credit with WMG, Inc. **We will not start work on your project without this deposit.** WMG, Inc. accepts personal or company checks as well as money orders, cashier’s checks, VISA and Mastercard for the 75% deposit. All balances must be paid by cashier’s check, certified check, money order, or credit card. Balances must be paid before any part of your completed order can be delivered. Credit approval on a new account usually takes five working days and will be considered for companies that have a good credit history of 3 years or more. Please always include on the your check, money order or cashier’s check the purpose of the funds, or the project title.