

**1. How long is standard production time?**

7-10 business days after proof approval

**2. Is rush service available?**

No

**3. How do I create packaging?**

Do it yourself – we will provide a layout you can use as a guide. Prime does not offer design services for packaging.

**4. How do I know if a product has packaging and where do I find it?**

We offer custom packaging for select items across many product categories. For all items that are available with custom packaging, there is text added in the romance copy on each product page with a hyperlink to the Custom Packaging brochure. You can view all of your packaging options on our website at [www.primeline.com/packaging](http://www.primeline.com/packaging)

**5. Can I get a virtual?**

No. Not at this time

**6. Can I get a spec sample?**

No.

**7. Do I get a proof?**

We will email a layout paper proof for your approval within 24-48 hours after receiving your order. Product proofs are not available.

**8. How do I order my packaging?**

Submit P.O.s using Prime's normal ordering process; by email – [orders@primeline.com](mailto:orders@primeline.com) or by fax 203-330-0123. Send camera ready art to [art@primeline.com](mailto:art@primeline.com)

**9. Can I get packaging for non-Prime product?**

We are currently not offering custom packaging for any items not listed in the Custom Packaging brochure.

**10. Can the packaging be used as a shipping box?**

Our packaging is not meant to be shipped without a master carton.

**12. What are the minimums for packaging?**

Minimums for custom packaging are listed in the custom packaging brochure (PDF) posted on [Primeline.com/packaging](http://Primeline.com/packaging)

**13. Where can I find the costs and production time for custom packaging?**

Costs and production time are listed in the Custom Packaging brochure posted on [Primeline.com/Packaging](http://Primeline.com/Packaging).

**14. What are the benefits of custom packaging?**

Custom packaging transforms your item from a simple promotion to a powerful, graphics driven marketing piece with a retail look, thus creating a higher perceived value. It provides an opportunity for the end-buyer to convey more messaging to tell their story in addition to their logo. This coordinated branding has the look and feel of a promotional campaign.

**15. Are pre-production proofs and spec samples available?**

No, they're not.

**16. Are random samples available?**

Yes, sample request should go to [samples@Primeline.com](mailto:samples@Primeline.com)

**17. Can I cancel my request for special packaging after my order's been placed?**

A cancellation request received prior to proof approval can be cancelled at no charge. Any request to cancel after the approval has been received will still be billed for cost for the special packaging.

Current 4-Color Custom Packaging Item Selection - 10-27-2016

**BX053** Tumbler  
PL-4073

**BD054** Large Stainless Drinkware  
PL-4190

**BX055** Drinkware  
PL-4075  
PL-4117  
BX055 Thermos  
LG-9101  
LG-9311  
LG-9323

**BX056** Tumblers  
LG-9103  
LG-9312  
LG-9341

**BX057** Mugs  
LG-9212  
LG-9313  
LG-9335

**BX058** Novelties - Cube  
PL-4685

**BX061** Tech Power Banks  
PL-4535

**BX062** Tech USB Car Charger Adapters  
PL-1339  
PL-4429  
PL-4433  
PL-4463

**BX063** Tech  
PL-1340  
PL-1349  
PL-4301  
PL-4302  
PL-4438  
PL-4447  
PL-4531  
PL-4451

**BX064** Journals Small  
LG-9261  
LG-9282  
LG-9303  
LG-9340

**BX065** Writing Instruments  
PL-1231  
PL-1706  
PL-1163  
LG-9305  
LG-9304  
LG-9286  
PL-1701  
PL-1707

**BX067** Vienna™ Journal  
LG-9294

**BX067** Small Gifts  
LG-9003  
LG-9006  
LG-9004  
LG-9093  
LG-9095  
LG-9096  
LG-9259  
LG-9290

**BX068** Journals Full Size  
LG-9207  
LG-9221  
LG-9225  
LG-9257  
LG-9293  
LG-9294  
LG-9306  
LG-9307  
LG-9298

**BX069** Sunglasses  
PL-5020  
PL-5022  
PL-5023  
PL-5024  
PL-5025  
PL-5026  
PL-5027

**BX070** USB Hub  
PL-3906

**BX071** USB Hub  
PL-3502

**Sleeves** Audio | Power Banks  
LG-9339  
PL-4403  
PL-4407  
PL-4525  
PL-4438  
PL-4449

**BD0009** Drinkware Wraps  
PL-3681  
PL-3832  
PL-3918  
PL-4073  
PL-4075  
PL-4117  
PL-4190  
PL-4391  
PL-4486