

Terms and Conditions

1. General Terms and Conditions

Artwork/Production Files – Artwork, proofs/preparatory products and digital files created by our staff remain our property and will not be disseminated to the customer or other entities. Artwork/files/samples provided by the customer remain their property and will be returned with the completed order.

Artwork / Proofs - Art proofs will be submitted for all new jobs or jobs with changes. Art proofs should be returned with required corrections/changes or returned as “Approved”. We are not responsible for any errors discovered after the customer approval or if changes were not submitted in writing. Additionally, we are not responsible for any errors if the customer has instructed us to proceed without proofs. Delays in approval of artwork may impact production and/or delivery times. Orders that remain unapproved by the customer will be placed on hold until we receive approval or changes.

In House Production Time – Turn-around time is generally 10 business days from order approval for orders produced in our facility. Management reserves the right to adjust production times depending on workload and/or staff availability. Rush orders needed in less than 10 business days will be accepted at our staff’s discretion, dependent on current workload. Customers having a must-deliver date must advise our staff at the time of ordering so that we can determine feasibility of meeting said date.

Sub-Contract Production Time – Sub-contracted orders are subject to the production turn-around of the sub-contract company. Customers will be advised of expected turn-around and shipping time upon order or order approval. We do not guarantee a delivery date for sub-contract orders, except in those circumstances where the sub-contractor has an established program for guaranteed delivery and the customer has accepted such terms and conditions and paid any associated costs.

Payment – Payment terms are 50% down upon order and the remainder due upon delivery. Credit account holders are subject to the terms of the credit agreement. For large or complex orders, we reserve the right to request a deposit from any customer.

Delivery – Upon request, delivery can be provided in the local area, as a courtesy to credit account holders, at no additional cost. Delivery is dependent upon workload and staff availability. Customers requesting delivery will be notified as soon as possible in the event that delivery is unavailable.

Shipping – Orders can be shipped via UPS using our account or on the customer’s account. Customers requesting orders to be shipped using our account will be for the actual amount charged by UPS. For customers with a UPS or FEDEX account, please provide account information to our staff and we will prepare the shipment and deliver to a local UPS or FEDEX drop-off location.

Cancellations - Cancellations made after order has been placed will be subject to a 15% restocking fee plus any additional fees required to cover services already rendered. No cancellations will be accepted once production has begun on the order.