

ORDER TERMS & CONDITIONS

QUOTES: The quote is valid for 30 days. If the purchase order deviates from the quote, the printer reserves the right to review and modify quote once order configuration is confirmed. This includes but not limited to size, quantity, copies, and artwork.

PRICES: Shipping costs, packaging, and any applicable sales taxes (only for billing in MN) are additional. If tax exempt, certificate must be on file with credit division or submitted with purchase order.

ART/PROOFING: Art submittal guidelines provided with quote. First proof from your artwork submitted to guidelines, no charge. Additionally, if you require art to be created, modified, or any revisions to proof, additional charges may apply.

SETUPS: Included in quote. Copy changes quoted.

TERMS: Without an established account, the printer may request advance payment as deemed necessary via wire transfer, check, American Express, MasterCard, or Visa. Deposits may be required for certain products and/or projects. COD is not available on custom orders. Credit card orders can be subject to a 4% upcharge.

SHIPPING: Unless specific instructions are given, shipment will be made at our discretion via what we determine to be the best method. The printer is not responsible for damage suffered in transit. All products are shipped at the purchaser's risk and are considered in acceptable condition when accepted by the transportation company. Customer should file claims immediately with the carrier for loss or damage.

PARTIAL SHIPMENTS: The printer reserves the right to make partial shipments. Partial shipments are to be paid on standard terms upon receipt of invoice.

INSPECTION BY CUSTOMER: Customer shall carefully inspect all deliveries of products as they are received and report to printer promptly (but in any event within ten (10) calendar days after receipt of shipment) any alleged error, shortage, defect or nonconformity of such products. Any failure by customer to so inspect and report shall constitute a waiver by customer of any claim or right of customer against the printer arising with respect to any such error, shortage, defect or nonconformity which was reasonably discoverable by such an inspection. Warranty is limited to replacement of defective merchandise returned and approval by factory is required prior to return of merchandise. A return authorization number is given by the factory and must be clearly marked on all returned boxes and packing slips for those boxes.

CANCELLATIONS: Cancellations are subject to charges for labor and material for work completed to date of cancellation.

CHANGE ORDER: Any changes or change orders must be in writing and are subject to printer's approval and possible additional charges.

RUSH ORDERS: Any order that requires special scheduling outside our normal delivery schedules at the time of order entry may be subject to upcharges and factory acceptance.

PHONE ORDERS: Phone orders for custom orders are not accepted. The customer is provided with a quote and terms and conditions. These apply to your order unless you have a separate written agreement.

OVERRUNS/UNDERRUNS: For all custom orders, it is understood that an underrun or overrun of not more than 10% to be billed pro-rata, is acceptable by the customer.

RETURNS: No returns are allowable without prior consent and specific shipping instructions issued by the factory along with a return authorization number to be clearly marked on the packaging.

COLORS: A signed proof is required before any work begins. The computer generated proof is a good representation of how the color will appear on the final printed product. However, it is not an exact match. Color(s) designed will be matched as closely as possible. Certain ink colors can vary after some production process(es). Therefore, exact PMS color matches cannot be guaranteed.

ENTIRE AGREEMENT: These terms and conditions constitute the entire agreement between the printer and customer. No amendments of these terms and conditions shall be valid unless made in writing and accepted by the printer.