

THE PRINT SHOP

IMPORTANT POLICIES & INFORMATION OUR CUSTOMERS SHOULD UNDERSTAND

QUOTING - GENERAL PRACTICES, DESIGN CHARGES AND ADDITIONAL CHARGES

GENERAL PRACTICES - Due to post pandemic supply chain challenges, constant pricing volatility of paper manufactures and distributors and unstable market conditions pricing on written quotes issued by authorized Print Shop personnel can only be honored for **10 DAYS**. The Print Shop does not honor verbal quotes given in person or over the phone. Any errors and omissions that occur in the quoting process must be corrected and could change the total cost of the project. Additions, deletions, or changes of any kind to a quote that has already been given could also change the total cost of the project. In order to minimize the possibility of error, The Print Shop recommends that all customers requiring a quotation on their job provide their Account Representative ALL of the job specifications as well as a hardcopy or sample of the piece to be copied or printed.

DESIGN CHARGES - It is nearly impossible to include accurate graphic design charges at the quoting stage of a job because our design charges are based on time. The complexity of the job and the number of revisions can change during the course of an order and may affect the amount of time needed to complete the job so we typically do NOT include that in our quotes unless specifically asked to do so. In order to include estimated design charges in your quote, we must review the job in its entirety to make a fair assessment. If you have asked us to include any graphic design or typesetting in your quote, we are only able to ESTIMATE the cost of that portion of your order. We offer two levels of design: 1) Standard graphic design and typesetting - billed at a \$75.00 / hour rate. If you have asked us to complete your job so quickly that overtime is required to complete the design portion of the job graphics charges will be billed at \$120.00 / hour. 2) We also offer creative "concept" design as well. This type of work is much more labor intensive and commands a higher hourly rate. Our creative "conceptual" graphic design charges are based on a \$100.00 / hour rate. If you have asked us to complete your job so quickly that overtime is required to complete the creative design portion of the job graphics charges will be billed at \$150.00 / hour.

ADDITIONAL CHARGES - Quotes may not include charges for taxes, shipping or postage. These items will be added if applicable at the time the order is completed.

PROOFING

No job will be printed, copied, or put into production unless the customer has seen and approved a proof or sample of the job.

Proofs may be viewed at our facility or online as an emailed link to the proof. Proofs of more complicated jobs should always be proofed at our facility. Only emailed approvals or written proof approvals will be accepted. No verbal proof approvals will be accepted. The Print Shop recommends that the customer consider the cost of the job and the cost of a possible reprint of the job due to overlooked errors while carefully reading their proof.

The Print Shop will NOT accept responsibility for an order that has been misprinted if the customer has approved the proof. It is critical that the customer carefully check the proof for accuracy in layout, color, composition, spelling, etc.

The Print Shop further recommends that the customer take this opportunity to once again go over the job specifications with their Account Representative to insure that no detail has been overlooked. Please do not assume that we understand every aspect of the job especially if the project has been prolonged over several days or weeks.

JOB SCHEDULING | TURNAROUND TIMES

The Print Shop prides itself in the ability to produce work quickly, efficiently and accurately. Most of our customers have come to realize just how quick we are able to produce their jobs and usually find themselves working within a tight deadline by the time the order is placed with The Print Shop. Since a majority of our work consists of "rush" jobs we operate on a first come first serve basis when we schedule work for each of our production departments. We make every effort possible to accommodate each of our customer's needs. Please note that we are only able to estimate a job turnaround at the time a quote is given because we have no idea what we will be working on when you actually place the order. We will be able to provide a more accurate estimated due date at the time the order is placed. We will promise a completion date after a final proof has been approved by the customer. As a general guideline refer to the timeline that follows:

ART DEPARTMENT: A customer can expect to see a proof on a simple job within 24 hours of the time they placed, more complex jobs or jobs requiring several proofs or changes will take slightly longer. Once the art for a job has been completely approved by the customer (in writing), the production time line can begin.

PRINT PRODUCTION: Most simple digitally printed jobs can be completed within 24 to 72 hours after being entered into production. More complex digital ly printed jobs may require additional time. Offset jobs using spot colors or printed using process printing (4 color) may take 5 to 10 working days to complete once the job is placed into production depending on the scope of the order. If the job is outsourced, shipping times may be a factor as well and additional time may be required.

BINDERY/FINISHING PRODUCTION: Depending on the complexity of the job, allowance for drying time, etc. a job usually spends 24 to 72 hours in our bindery.

MAILING PRODUCTION: Most jobs requiring mailing services can be processed with 24 hours upon being placed into production.

ACCOUNT STATUS - FINANCING, PAYMENTS AND DEPOSITS

NET 30 DAY CHARGE TERMS: Customers that have established credit with The Print Shop (charge customers) by completing an account application and having that application approved will NOT be required to pay a deposit on orders. Charge customers are entitled to finance terms of NET 30 Days on work completed by The Print Shop. However, if a job is mailed, the U.S. Postage amount is not eligible for financing of any kind. The U.S. Postage portion of the job must be paid PRIOR the job being mailed. Finance charges will be applied if a customer account is past due or an invoice's age is over 30 days.

NON-CHARGE ACCOUNTS: Customers that have NOT established credit for a charge account at The Print Shop are considered C.O.D. customers and may be required to pay a 50% deposit at the time an order is placed, depending on payment history at The Print Shop. C.O.D. customers must pay for their order in full upon completion, PRIOR to the job or any part of the job being released to the customer. If the job requires mailing, the U.S. Postage portion of the job must be paid PRIOR the job being mailed.