



## TERMS & CONDITIONS

### 1. Quotations/Estimates

Prices posted on this website are subject to change without notice. Written quotes are valid for 30 days. A quote not accepted within 30 days may no longer be valid.

### 2. Late Payments

All payments that are not received within 30 days of the invoice date will incur a 20% late payment charge. The client is liable for all costs incurred by Drawn 2 Design for collection of outstanding monies for the supply of products, or work carried out.

Drawn 2 Design reserves the right to hold onto any printing that is to be supplied until the payment is made.

### 3. Orders

Drawn 2 Design reserves the right to use its sole discretion in refusing to print anything it deems improper or known to be illegal.

Drawn 2 Design is not liable for any damages resulting from unwitting violation of copyright laws or illegal use of trade names or slogans. The client guarantees the legal title of all matter submitted to Drawn 2 Design for printing and/or publication.

### 4. Cancellations

Once artwork has been approved by the client printing cannot be cancelled due to incurred costs and our fast turnaround time.

### 5. General Refund Policy

Under no circumstances will Drawn 2 Design issue a refund. Artwork proofs are issued to ensure customer satisfaction.

### 6. Accuracy of Specifications

Quotations are based on the accuracy of the specifications provided by the client to Drawn 2 Design.

### 7. Electronic Art/Images

It is the client's responsibility to maintain a copy of any original computer files supplied to Drawn 2 Design.

Drawn 2 Design is not responsible for accidental loss or damage to media supplied by the client or for errors on supplied artwork that have been supplied by the client. Any additional translating, editing, or programming needed to utilize client-supplied files will be charged at our current rates.

Drawn 2 Design does not archive client supplied files for longer than it takes to produce the final product. Drawn 2 Design will however store digital artwork that was created by Drawn 2 Design for clients. Drawn 2 Design reserves the right to charge a \$10 fee to clients who require a copy of artwork sent to them which has previously been supplied to the client from Drawn 2 Design.

### 8. Alterations/Corrections

Client alterations must be specified in writing and must include all changes from the original specifications. Such work will be charged at our current design rates of \$45/hour except when free alteration time has been included within the quote.

### 9. Proofing colour

Because of differences in equipment, paper, inks, and other conditions between color on proofs and print production operations, a "pleasing color" variation between proofs and the completed job [as determined by generally accepted trade technical methods] is to be expected. When such a variation occurs, it will be considered acceptable performance.

### 10. Overruns/Underruns

Drawn 2 Design will often supply the exact quantity of goods ordered plus a small additional amount. There is no extra charge for the additional amount. The generally accepted trade practice is plus or minus 5% on off-set print runs.

### 11. Delivery

When able, Drawn 2 Design endeavours to deliver jobs to regular local clients within the Brisbane area for free. Drawn 2 Design does reserve the right to charge for delivery if a courier service is required when Drawn 2 Design is unable to make delivery itself. Clients will always first be contacted and offered a free client pick up option before a delivery is made.

### 12. Claims

Claims for defects, damages, or shortages must be made by the client in writing no later than 5 working days after delivery. If no such claim is made, Drawn 2 Design and the client will understand that the job has been accepted. By accepting the job, the client acknowledges that Drawn 2 Design's performance has fully satisfied all terms, conditions and specifications.

### 13. Samples

Drawn 2 Design may use your product for samples or advertising purposes.

### 14. Billing Penalties

There will be a \$30 charge for any returned checks

### 15. Changes to our Terms & Conditions Policy

Drawn 2 Design may change, modify, add or remove portions of this policy at any time, and any changes will become effective immediately upon being posted unless Drawn 2 Design states otherwise. This policy last modified on 07/09/11