

TERMS & CONDITIONS

TURNAROUND:

All orders are subject to a seven to ten (7 to 10) business day turn around time, some products are available with a quicker turn around time at an additional cost. All orders placed after 9 am will be processed the following morning. Turnaround is also implied as being a general estimation and is not to be considered guaranteed. Shipping time is not included in turnaround time, all orders are shipped UPS ground and make take up to three to ten (3 to 10) business days depending on the location the product is being shipped.

PAYMENT TERMS:

All orders must be prepaid before printing will occur. For credit card payments we accept Visa, MasterCard, American Express, Discover, through a Pay Pal invoice. Other acceptable forms of payment include cash, money orders, and checks. Unfortunately, because all payments must clear before printing will begin, we discourage payments by money order or check as they would delay the turnaround of the order for the time required to clear the payments.

PRICING:

Prices listed on this website are subject to change without notification. Quotes are good for 10 days from their original date of creation. If a quote is not accepted within 10 days, it is deemed expired and may be subject to change.

CANCELLATION:

Canceled orders are only accepted if canceled before proof approval. After proof approval all projects are final and will commence printing.

COPYRIGHT:

PJ Print + Design LLC shall not be held liable for any material or content submitted by the customer that violates copyright or trademark. The customer certifies that they own the legal title to any work that is being submitted.

SUBMITTED FILES:

It is the Customer's responsibility to maintain a copy of the original computer files, artwork and transparencies. It is the customer's responsibility to provided print ready files PJ Print + Design LLC accepts no responsibility for missing fonts or images. PJ Print + Design LLC is not responsible for loss or damage to media supplied by the client or for errors on supplied artwork furnished by the Customer. Any additional translating, editing, or programming needed to utilize client-supplied files will be charged at an hourly rate of \$45. PJ Print + Design LLC does not archive your work for longer than it takes to produce and ship the final product. PJ Print + Design LLC will assess submitted files for deviations from the file setup requirements listed on its website but will not be held responsible for customer errors such as low resolution, incorrect file orientation, incorrect color mode, text or graphic drop outs or corruption, or bleed and cut margin issues.

FILE FORMATS ACCEPTED:

.Jpg, .Jpeg, .Psd, tiff, .Tif, .Eps, .Ai, .Pdf, and .Png. We also accept most Microsoft applications, however with Microsoft applications there is a greater chance for colors shifts, font changes, or errors in files. We prefer that all files are sent to us as a .PDF or a .EPS.

PROOFING:

All projects require a soft PDF screen proof before printing, it is the customers responsibility to look over spelling, placement and colors before printing begins. If you would like to see a hard copy proof we may send you one via USPS at an additional cost of 10.00. However, hard copy proofs are ran off a high quality digital laser printer and color shifts may still occur. If you require a color matching proof an additional charge of 150.00 dollars will be added to your order and this process may take up to five business days additional to process.

QUANTITY:

PJ Print + Design LLC will normally deliver the exact quantity of goods ordered plus a small additional amount. There is no extra charge for the additional amount. In the event of an under run, PJ Print + Design LLC may bill for the actual quantity delivered. The generally accepted trade practice is plus or minus 5%.

QUALITY:

It is acceptable industry convention to have no more than 10% of an order with minor blemishes. We typically overrun work to accommodate for this percentage as a result. If you have blemishes on your job and it exceeds the acceptable threshold then you may return the defective prints. All blemished products must be returned within 3 calendar days of receipt. We will either discount your order or reprint the appropriate amount.

CLAIMS:

Claims for defects, damages, or shortages must be made by the client in writing no later than 24 hours after delivery. If no such claim is made, PJ Print + Design LLC and the Customer will understand that the job has been accepted. By accepting the job, the Customer acknowledges that PJ Print + Design LLC's performance has fully satisfied all terms, conditions and specifications.

REPRINTS:

Any reprints PJ Print + Design LLC produces at its own expense may have a turnaround that is equal to or greater than the original turnaround of the product ordered, depending upon workflow conditions.

STOCK:

PJ Print + Design LLC will place a job on the press sheet however it bests accommodates the production process, which may or may not be against the grain of the paper. This could affect the perceived stiffness of the finished product. We run a variety of stocks including: 100lb Linen, 100lb Gloss Book, 100lb Gloss Cover, 70lb Linen Text, 70lb Premium offset, 16pt Cardstock, 14pt Cardstock, 15pt Plastic, and 12pt Magnets.

DESIGNS:

Graphic Designs jobs may be killed/canceled under the following condition: You will still be responsible for paying \$45 per hour spent on the project up until it is canceled.

CORRECTIONS:

Customer alterations must be specified in writing and must include all corrections or changes from the original specifications. Such work will be charged at our current rates.

SUBCONTRACT:

PJ Print + Design LLC shall have the right to assign any portion of the work required to another contractor or vendor.

PRIVACY STATEMENT:

Any information PJ Print + Design LLC collects from order processing or from any inquiries is not shared with any other company. Your information is only used for contact, billing, and shipping purposes. Your credit card information is never stored by PJ Print + Design LLC.

LIABILITY:

PJ Print + Design LLC's liability shall be limited only to the stated selling price to the customer of any defective goods, and shall not include special, consequential, incidental, indirect or similar damages, including without limitation, lost profits. A PJ Print + Design LLC warrant that every product manufactured meet the industry standard for the type of product printed and is free of any material defect in workmanship. It is agreed that this warranty is in lieu of all warranties of fitness for particular use and merchantability. PJ Print + Design LLC makes no other warranty and no actions or words of PJ Print + Design LLC or its officers, employees or agents shall constitute a warranty.

INDEMNIFICATION:

The Customer represents that they have the legal right to produce all printed materials ordered from PJ Print + Design LLC. In the event that a charge, claim or demand, or arbitration, action or proceeding (collectively, a "Claim") is made or commenced against PJ Print + Design LLC based upon, relating to or arising from the alleged wrongful acts of the customers, or alleging that the printing performed or product produced by PJ Print + Design LLC ordered by the customer: (1.) infringes any copyright, patent or other proprietary right of any person; or (2.) contains matter that is libelous, slanderous, defamatory, scandalous or obscene, the customer shall indemnify and hold PJ Print + Design LLC harmless from and against any loss, damages, cost and expense arising from or related to the Claim including without limitation; (a.) defending PJ Print + Design LLC against any such Claim (b.) paying any judgment or award against the customer; and (c.) reimbursing PJ Print + Design LLC for any legal fees and expenses it incurs in responding.

CHANGES TO POLICY:

PJ Print + Design LLC may change, modify, add or remove portions of this policy at any time, and any changes will become effective immediately upon being posted unless stated otherwise. This policy was last revised on September 6, 2008.