

## Terms and Conditions

We have kept these as simple as possible but please read them.

1. Proof reading: Unless you have given us a pdf file to print from we will send you a pdf or a hard copy of your job to check. It is your responsibility to ensure that this is correct: even if your original submission to us was correct you must still check it thoroughly after we have worked on it because we cannot be held responsible for any errors you have failed to detect.
2. Printing from your pdf files: unless you wish to see a hard copy proof you should be aware that the printed copy will differ in unspecifiable ways from what you see on your computer screen or from how it prints on your printer. This is because different machines image the paper in different ways and interpret colour algorithms differently. Ideally you should always see a hard copy printed on the paper stock you have selected.
3. Delivery: we cannot be held responsible for failures to deliver by couriers, the Royal Mail, or any other delivery agent, nor do we have any responsibility for consequential loss as a result of any failure to deliver work by a specified time.
4. Storage and ownership of artwork and digital files: while we would normally retain digital files which we have created on your behalf, or which you have supplied to us, we are not contracted to do so and we cannot be held responsible any loss of files due to failure or loss of our computer storage and back up systems or for the possible costs of re-creating files. We will create copies of your files on CD or DVD on request and return these to you. There may be a small charge for this service. If you require the return of any hard copy supplied please make sure this is clearly requested.
5. Problems and complaints: we will always try to deal with any problems or complaints in as straightforward a manner as possible.