

# EASY printing 123's Terms & Conditions

PLEASE READ THESE TERMS & CONDITIONS CAREFULLY.

## LEGAL CLAIM

BY ACCESSING, USING AND PURCHASING ANY OF OUR PRODUCTS OR SERVICES, YOU AGREE TO BE BOUND BY THE TERMS & CONDITIONS STATED BELOW. EASY printing 123 RESERVES THE RIGHT TO CHANGE, MODIFY OR AMEND THESE TERMS AND CONDITIONS WITHOUT ANY NOTICE. All Sales Are Final. We reserve the right to refuse and deny service at any point without disclosing a reason. All prices are subject to change.

ALL SALES ARE FINAL. NO REFUNDS.

## PRIVACY

We will often use your images, artwork, designs and prints in our marketing and advertising campaigns. Your information will never be sold or transferred to any third party. If you do want us to use any of your property please send us an email to [info@easyprinting123.com](mailto:info@easyprinting123.com)

## ORDERS

Once an order is placed no changes can be made to the product details. Any changes to Orders must be done in writing via email or mail. We do not accept PO's. Changes are only available for contact information, logistics and billing only. Orders can only be submitted and deemed valid once upon receiving an order confirmation, Payment must be submitted in full prior to artwork proofing any work or preparation done to the files. Orders left or returned to our premises without any communication will be recycled and disposed of within 7 days of completion and all rights for refund or reprint are waived for such orders since the product was completed but never picked up. Once an order is completed it is the customer's responsibility to check on his order and to pick up. No notification is sent out once an order is completed. Orders picked up or taken in full or partially without signing your delivery/pickup confirmation release will not be allowed to be returned/reprinted or refunded. It is the customer's responsibility to check the status of their order, follow up, and pick up their order.

## DELAYS

Due to the nature of printing and customization certain products at times become delayed. We notify customers when orders become delayed and a refund for any rush fees may be available when ordering rush service. Refunds are not available when orders are delayed incase the order is no longer needed a credit may be issued at our discretion.

## LOGISTICS

Once a pick up or delivery confirmation has been signed no refunds, reprints or credits can be provided as the customer is responsible to ensure the quality of the product prior to signing. We will not contact the customer to pick up any orders unless the order is ready past the location's closing time or unless the order is delayed. Delivery time is not counted in the guaranteed time for an order and is considered separate. It is the customer's responsibility to pick up or sign the delivery/pickup confirmation release form personally since the customer must inspect and revise the product directly. We are not held responsible for 3rd party individuals (receptionists, co-workers, friends, family, assistants, etc.) signing off on a package. We will always act to make sure that any production difficulties do not delay delivery schedules. In no case shall we be liable for any consequential or damages resulting from any delay in shipment or delivery resulting on behalf of the logistics company.

## ORDER REQUIREMENTS, ARTWORK & FILES

Due to our product line up being vast all requirements and specs are not included here but can be found online at [http://www.easyprinting123.com/file\\_preparation.htm](http://www.easyprinting123.com/file_preparation.htm) We are not responsible for customers not submitting artwork with incorrect requirements per the page link above. Details in preparation page subject to change at any time without notice.

## IMPERFECTIONS & FLAWS

Due to the nature of our printing services and expedited rush printing methods all products whether rush or not tend to have minor imperfections and flaws listed below. Paper printing products deviations, shifting and cutting can be of up to .25" in any direction.

Napkin printing deviations and shifting can be of up to 10 degrees and up to .5" in any direction. Screen printing (shirts, aprons, tote bags, etc.) deviations and shifting can be of up to 20 degrees and up to 2" left to right and top to bottom of up to 5".

## PROOFING & MATCHING

Hard Copy proofs are not refundable under any situation.

Proofs are not a default in any situation, and can be provided at EASY printing 123's discretion on a case by case basis.

Orders will not be color matched or printed with any specific color density unless stated in order confirmation.

if your order requires specific colors/tones/shades/orientation do not send your order as we cannot guarantee any specific colors/tones/shades unless otherwise stated.

We are not liable for color matching or ink density on screen proofs approved by the customers.

Screen proofs will predict approximate (not exact) layout, text content, image proportion and placement, but not color or density. Standard Design and Onsite design do not include any color matching.

If the customer does not request a proof at time of ordering, customer agrees to the final product based on verbal or written description provided to EASY printing 123 and its representatives at time of order.

## LIMITATION OF LIABILITY & INDEMNITY

In no event shall EASY printing 123 or its licensors, suppliers, or vendors, their officers, owners, directors, employees, or agents, be liable for any special, incidental, indirect, or consequential damages of any kind, or for any damages whatsoever resulting from loss of use, data and profits or cancellations whether or not we have been advised of possibility of the damage.

## ORDER CANCELLATION

All Sales Are Final. No Refunds. At certain time within our discretion we may allow a cancellation but a cancellation charge will apply to ALL orders placed regardless of stage or progress if approved for cancellation. Orders may be eligible for cancellation upon request via email only as long as they are not Rush Orders. EASY printing 123 will be happy to help you cancel your order prior to Approval but orders cannot be edited, switched or cancelled after approval. Our Customer Service Team will inform you

of any cancellation charges depending on the stage of the order when available. The cancellation fees below are starting rates and could increase [17% before proof is sent out and 27% after proof has been sent] as long as the order has not gone into print.

RUSH ORDERS WILL NOT BE CANCELLED for any reason, even 1 minute after order has been processed due to many factors which allow us to process your order in a expedited manner.

**RETURNS, REFUNDS and MANAGEMENT**

Please send an email to management to management@EASYprinting123.com in subject, the reason to this is being a web based company everything must be done in writing to ensure a recorded track history for order inquiries, problem orders, or price quotes. Management response time is normally 1-10 business days but is not guaranteed for that time range.

Damaged products that are not returned entirely cannot be subject to reprint, credit or refund. Since each order is unique to customer and has no re-sale value, All Sales Are Final. If any order is partially picked up we do not provide refunds or exchanges.

We will not reprint/refund/credit any order not having the correct artwork preparation, size or bleed on our file preparation page. If artwork or files do not have the correct specifications we will not be responsible for editing or making the files, digital or print ready.

Customer must notify us within 1 calendar day of order acceptance to declare any defects in the ordered product. In order to receive replacement Customer must return 100% of the received product within 3 days (on their own expense) from the time when the ordered product delivery was taken. All charges related to expedite printing (Rush Printing or Shipping) are NOT REFUNDABLE. All orders that are being returned must be shipped by customer's own expense.

**SHIPPING**

Lost or damaged claims can only be filed for shipments over \$20.00 in value and can only be done after 30 days from package shipment. We are not responsible for 3rd party (UPS, FEDEX, DHL, and MESSENGERS) shipping errors, omissions or damaged shipments.

**PICK UP TIME**

In case your order is ready past our closing time and you want to pick up that same day; We will give you a call half an hour before your order is ready and will also wait for you an additional half an hour upon order arrivals for you to pick up your order before we close. We provide very accurate estimates of time of when orders will be ready upon placing an order but sometimes there can be delays. Delays can or cannot be out of our control hence we will only guarantee that your order will be ready anytime before 11:59pm on the day in which your order is schedule to be ready.

**CREDIT CARDS**

Order exceeding \$200 or greater will require payment via check or wire transfer for lower amounts of around \$600 certain exceptions can be made with a authorization form and copy of credit card and state ID.

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FULL PRINTED FIRST AND LAST NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_