

## **1. Quote and Price**

1.1 All prices include GST(where stated) and freight to most Australian destinations (Excluding some products we sell - please confirm for details). However, First Class Digital reserves the right to charge for the cost of delivery, if the delivery location is outside the metropolitan area.

1.2 All prices are subject to change without notice. But we will honor old prices only when agreed by management in writing.

1.3 Our quote is valid for 30 days.

1.4 We will, when it comes to Business cards, match price from another supplier only if they can beat our turnaround time. (proof must be provided)

## **2. Payment**

2.1 Payment in full is requested prior to design or production and/or delivery and pickup, unless otherwise agreed in writing. Once payment(s) are/is received, we will have your order printed and completed within 3-5 working days, unless special finishes are required at which we will advise time frame or if any delays occur. OR if required urgently a RUSH print fee of \$50(min) may apply to orders.

2.2 Any order from new customers must be prepaid prior to artwork or production.

2.3 Any overdue invoices will incur a late payment admin fee of \$15.00 per week until paid in full, and if not paid within 30 days of overdue status we will refer your invoice to a collection agency to recover the payment(s) due and all fees and charges incurred will be at client expense.

## **3. Stock**

3.1 Stocks are subject to change by First Class Digital without notice, whether or not we use alternative stock or paper suppliers.

3.2 We prefer to use FSC certified paper from Australian suppliers, but some specialty stocks may be sourced elsewhere at our discretion.

## **4. Artwork and Orders**

4.1 All artwork provided must meet our file specifications (PDF print ready preferred). We will not be liable for any errors which occur in the electronic transfer of artwork.

4.2 You must carefully review and approve all proofs or layouts before submitting to ensure the order is 'ok to print'. We accept no responsibility for any error after proofs are confirmed.

4.3 Hard copies supplied by the client are not used for colour reference or matching.

4.4 Our digital proofs are imaged using calibrated press profiles. These profiles will accurately reproduce the chosen colour when printed on our presses. However some colour shift may occur due to the chosen stock and the addition of laminating or other special coatings.

4.5 Although we will endeavor to ensure that requested colours are matched, we do not guarantee an exact match in colour or texture between your artwork (including electronic graphic file or previously printed material) or any other materials supplied by you. While we do have quality control processes in place you acknowledge and agree that there are acceptable levels of colour variation (+/- 5%) from print run to print run, from stock to stock, from back to front and between different printing processes.

4.6 Trimming may vary by up to 1~2 mm from the proof, specification or print job to print job.

4.7 Every endeavor will be taken to deliver the correct quantity ordered. However, you acknowledge that a variation of up to 5% is inherent in the print process. We will not accept liability regarding these variations. In such a case however, we can reprint the shortage or refund the money for the missing quantity.

4.8 Whilst all care is taken in checking your files for related errors which may reduce the quality of your job, First Class Digital accepts no responsibility for files that are not 'print ready'. (please see our print ready page for file setup)

4.9 File correction / conversion is \$20.00 per file (\$10.00 minimum or may be waived at our discretion)

4.10 ANY and All artwork created by First Class Digital Print & Design belong to First Class Digital Print & Design, we reserve the right to not supply raw files unless client wants to buy the artwork raw files at a rate of \$100 per file.

## **5. Returns and Exchanges**

5.1 We do not refund deposits or full payments once an order has been approved and started (unless see.5.5)

5.2 *Design: We require a min of 50% deposit before we can begin your design order. Once received and we begin your job, your deposit is not refundable*

5.3 *Print: A 25% cancellation fee applies to all orders once we begin to process the order. (First Class Digital provides Art Work Proof in PDF ) A 50% cancellation fee applies to all orders once we proceed to print. ( After art work is approved by email & payment has been made, however the order has not begun printing yet )*

5.4 *We will not be liable for any defects, shortages, damage or non-compliance with the specifications in the Agreement, unless You notify us in writing within 5 days of delivery of the goods or provision of the services.*

5.5 *When any defects, shortages, claim for damage or non-compliance with the agreement of job specifications is accepted, in the instance of a major fault/defect with the service/final product, we will, offer to; replace the defective or missing goods or re-provide services, or offer a refund of the print and delivery totals, or credit towards future printing, this can be waived if the artwork was supplied by client and not created by First Class Digital Print & Design.*

5.6 *We will not accept returned goods that have been altered in any way or that have been used once received or if you have changed your mind after receiving goods.*

## **6. Liability**

6.1 *All art work and literary works supplied to First Class Digital is warranted by you for its copyright and/or licensing and you are authorizing First Class Digital to reproduce any of the works.*

6.2 *First Class Digital may use your artwork in its own promotional material as samples of our services and products. But no personal data is shared.*

## **7. Special Notice**

*If you do not have any experience with print orders and are not sure of stocks or finishes, First Class Digital recommends you ask for our help. First Class Digital will take NO responsibility, if the product is ordered without any enquiry and then it does not match your requirements.*

## **8. Accounts/Payments**

*All customers and clients are required to prepay for orders or pay on pickup, unless otherwise agreed to or specified in quotes. to qualify for an account there is a min monthly spend as follows;  
Spend min of \$1000 per month - 5 day account*

*Note: conditions do apply to all orders as per item 2.2*