



Terms & Conditions Agreement

Solid Sublimation Printing is wholly committed to our customers' satisfaction, and we continually strive to provide printing that reflects a craftsman's touch. We do everything possible to ensure the highest printing quality, accurate color reproduction and on-time delivery. However, there are certain circumstances or issues that are beyond our control and are not covered by our guarantee. Here is a list of things that can go wrong that we **cannot be responsible** for:

- Typos on customer-submitted art. This includes spelling, punctuation, or grammatical errors that were made by the customer.
- Ordering an incorrect quantity. We are not responsible when you accidentally order too much or too little, order the wrong size, choose the wrong type, or order the wrong product.
- Damages to printed products or services that occur after delivery to the customer.
- Design errors that have been submitted in a customer's original artwork file including incorrectly mirrored/flipped image, and design that does not match with sample provided by the customer.
- Mistakes that occur when the file layout has incorrect information about custom services.
- Color selection errors, design errors, or inferior-quality resolution files that have been submitted by the customer.
- Shipping charges that occur because of an incorrect shipping address or other shipping-related errors caused by the customer.
- Print jobs that we previously mentioned the risk and not-guaranteed quality to the customer, such as roller marks on solid color prints, but processed by the customer's consent to take the liability.

Color Proofing Because of differences in equipment, paper, inks, and other conditions between color proofing and production pressroom operations, a reasonable variation in color between color proofs and the completed job is to be expected. When a variation of this kind occurs, it will be considered acceptable performance. Solid Sublimation Printing will always do its best to reasonably color match book reprints to prior jobs, but a variation in color may occur due to length of time, machinery, and difficulty of exact color matching.

Terms/Claims/Liens Claims for defects, damages, or shortages must be made by the customer in writing no later than 7 calendar days after delivery. If no such claim is made, Solid Sublimation Printing and the customer will understand that the job has been accepted. By accepting the job, the customer acknowledges that Solid Sublimation Printing's performance has fully satisfied all terms, conditions, and specifications. Solid Sublimation Printing's liability will be limited to the quoted cost of defective goods, without additional liability for special or consequential damages.



As security for payment of any sum due under the terms of an agreement, Solid Sublimation Printing has the right to hold and place a lien on all customer property in Solid Sublimation Printing's possession. This right applies even if credit has been extended, notes have been accepted, trade acceptances have been made, or payment has been guaranteed. If payment is not made, the customer is liable for all collection costs incurred.

Production Schedules Production schedules will be established and followed by both the customer and Solid Sublimation Printing. In the event that production schedules are not adhered to by the customer, delivery dates will be subject to renegotiation. There will be no liability or penalty for delays due to state of war, riot, civil disorder, fire, strikes, accidents, action of government or civil authority, acts of God, or other causes beyond the control of Solid Sublimation Printing. In such cases, schedules will be extended by an amount of time equal to delay incurred. Rush jobs are jobs that do not follow the normal turnaround and are subject to a rush fee.

Right to Cancel Solid Sublimation Printing reserves the right to cancel your order at any time and refund your money. Solid Sublimation Printing will work in good faith to fulfill your order. However, unexpected equipment failure, material shortages, natural disasters, and pricing errors are among the reasons we may not be able to fulfill your order. If we cancel your order you will be notified and the money you paid for the order will be promptly refunded in full.

Cancellation After Confirmation Because of the nature of printing and customization, all sales are final and no refund will be issued after the job has been processed/confirmed and has been set-up. In the meaning of set-up, if the design has been confirmed and has been plated, the set-up process will be marked as plated. However, a **plate fee** of \$100 will be charged for any canceled orders under certain circumstances if the job has been canceled.

I HAVE READ AND UNDERSTAND THIS AGREEMENT, AND I ACCEPT AND AGREE TO ALL OF ITS TERMS AND CONDITIONS.

Customer's Signature

Date

Customer's Name (Please Print)

Title

Address