

## **Terms, Conditions and Print Production Procedures**

The following terms & conditions are in place to help clients understand our design and print process, schedules, and billing.

1. **Office hours are 8am – 5pm, M-F. Closed all major holidays.** Any calls or emails outside of normal operation hours will not be returned until the next business day.
2. Any deadlines associated with your project (for example, advertisements you have scheduled to run, events you have coming up, important times of the year for your business, etc.) must be established before the project begins. We will not be able to clear out our schedule to get your project done if a previously unknown deadline is brought to our attention halfway through a project. To manipulate the schedule in this manner would be unfair to our other clients.
3. Print rushes are only for extreme circumstances and may not always be available. Artwork will need to be finalized and sent to print **at least two weeks** before your in hand date for printed/promo materials. Some print items are available for rush production or rush shipping but will come at a cost. Typically most promo items do not have rush production options so it's important to give plenty of notice before your in hand date. Promo items average about 7 business days for production, that's not including the time it takes to ship.
4. Same day turn time for design is not guaranteed. We take projects in the order we receive them. Turn time for design can range between 1-3 business days depending on our project schedule. If you need guaranteed same day turn time or would like your project to be pushed to the front of our project schedule there will be a **\$40 rush fee**.
5. When ordering promo items, please allow time to look at samples. We cannot guarantee you will be happy with the quality of a promo item, we can only guarantee the quality of the print job on the actual promo item.
6. Production days for printing are during business hours Monday – Friday. **Weekends don't count as production days; most print warehouses are closed on weekends.** Shipping is not counted as production days. Example: Tri-fold brochures will take 7 business (production) days, shipping will take 3 days. That means it will take a total of 10 business days before you have in hand.
7. All clients receive the first three proofs for free. Any proofs after that are an additional \$25 each.
8. All artwork must be approved and approval sign off sheet signed and sent back before anything goes to print. Final proof reading is the responsibility of the person that has requested the artwork.
9. **All print/promo approvals need to be in by 9 am Arizona Time.** If they are not in by 9am, then that specific day will not count as a production day.

10. We are on a **net 10 billing period**. If payment is not received within that time period you will be subject to a **\$50 late fee**. Credit (subject to process fee), check, PayPal and cash are all acceptable forms of payment.
11. Estimates will be drawn up before a project is started. The estimate must be signed and 50% of the estimate is due before the project starts. The remaining balance will be due once the project is finished.
12. All designs belong to Michelle Roca Design until they are paid for in full. Any violations will result in legal action.