

Policies, Terms and Conditions

QUOTATIONS

Quotations are based on the specifications provided. The quotation may be modified if artwork or final specifications do not match the information on which the original quotation was based. Quotations are valid for 30 days.

ORDER

Orders are binding upon acceptance by both the customer and Allegra Print & Imaging. Canceled orders may require compensation for incurred cost and related obligations. Orders may be canceled by Allegra Print & Imaging if policies, terms or conditions are not followed or met by customer.

ARTWORK

All print ready artwork must be supplied in electronic formats acceptable to Allegra Print & Imaging. Any artwork that is not print ready can be recreated from suitable hardcopies or non-print ready electronic file formats at additional charge.

Acceptable formats for print ready electronic files:

- Adobe PDF *.pdf
- Adobe Illustrator *.ai
- Encapsulated Postscript *.eps

Suitable non-print ready formats:

- Adobe Photoshop *.psd
- Image Files *.jpg, *.tif, *.bmp (300 dpi minimum)

Fonts should be included or text should be created to outlines. Supplied images should be in CMYK mode with layers flattened and 300 dpi minimum.

It is the customer's responsibility to maintain a copy of the original file. Allegra Print & Imaging is not responsible for accidental damage or loss of media supplied by the client. Until digital input can be evaluated by Allegra Print & Imaging no claims or promises are made about the ability to work with jobs submitted in digital format, and no liability is assumed for problems that may arise.

Any designs that are created by Allegra Print & Imaging can be retained by and reused by Allegra Print & Imaging. The customer may use and transfer ownership of designs but may not modify and resell designs without the written consent of Allegra Print & Imaging.

MOCKUPS

Allegra Print & Imaging will provide hardcopy or electronic mockups for the client's review and approval. Corrections or Approvals will be returned to Allegra Print & Imaging and signed by the client. Allegra Print & Imaging will not be responsible for undetected production errors if requests for changes are communicated orally.

A mockup is an approximation of how the final piece will look. Because of differences in actual dimensions and printed colors, differences in the mockup and the completed job are to be expected.

PRODUCTION

Standard turnaround time is dependant on the product supplier. Shipping time will depend on the location of th supplier.

STORAGE

Allegra Print & Imaging will retain completed materials for 30 days from date of completion. Upon the request of the customer, materials will be stored for an additional period for additional charge. Allegra Print & Imaging is not liable for any loss or damage to stored material beyond what is recoverable by the fire and extended insurance coverage.

RETURNS

Printed products that meet the customer specifications can not be returned for refund.

PAYMENT TERMS

Payment for completed materials is due upon receipt of goods unless credit has been authorized by Allegra Print & Imaging. If payment is not made in a timely manner, a late fee may be added to the bill. Accounts that are past due by 90 days may be sent to collections. The client is liable for all collection costs incurred.

DISCLAIMER

Allegra Print & Imaging reserves the right to refuse to print anything deemed illegal, libelous, scandalous, improper, or infringing upon copyright law.