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All who use this website understand and agree that all content/information (including but not limited to text, graphics, information and messages) are the responsibility of the sender of that content/information and not Design & Print Services . Furthermore, they must understand that they are responsible for all information and content they acquire and/or use from Design & Print Services.

In addition, they agree to abide by all rules and regulations pertaining to on-line decency and appropriate and acceptable content. This means that they agree not to send, or expect Design & Print Services to print, any content containing adult or child pornography, or anything indecent, lewd or obscene. It is also understood that Design & Print Services reserves the right to refuse service to anyone, for any reason. Let it also be known that Design & Print Services does not control, nor certify the legitimacy, accuracy and/or quality of any information or content posted by our clients. Therefore, Design & Print Services will not be held liable under any conditions or circumstances for any information, content or material that was printed for, or distributed by, a client of Design & Print Services.

ARTWORK & PHOTO SUBMISSIONS

A minimum resolution of 300 dpi is required for all raster art and images. Artwork of a lesser resolution may not print as sharp and clean as desired. Email Photos and artwork to sales@dnp-services.net. Send only high resolution images; do not downsize. Do not crop photos, we strongly suggest that photos of people and all items except for background images be at least 1/4" from the edges. Items

falling closer to the edges may get cut off. Our Art Department will crop and arrange photos on business cards.

If photo add-ons are required or customer supplied artwork requires technical or design re-work, charges may apply. Customers may elect to fix the files themselves and avoid these charges.

PLEASE NOTE: ANY SUPPLIED MEDIA WILL NOT BE RETURNED. PLEASE DO NOT SEND ANY ORIGINAL MEDIA.

COLOR PROOFING & MATCHING

Design & Print Services cannot be held responsible for matching colors to how they appear on your computer screen. For color matching on graphics or backgrounds, please send CMYK or RGB color numbers. PDF proofs are provided to insure display layout, text accuracy, and image placement and proportion, but not color correctness. The appearance of printed colors may also be affected by UV coating, therefore, Design & Print Services cannot be held responsible for final color appearance of UV-coated products.

ORDERS & PROOFS

It is the client's responsibility to review the final proof and layout of all orders prior to actual printing. Note: *PDF proofs are generated and sent normally within 1 to 2 business days from the time the order was entered and payment arranged.* Please review your proof carefully prior to completing your order. Design & Print Services will not accept responsibility for submitted typographical errors, errors in spelling, grammar, punctuation, graphics, fonts or content. If you find errors on your proof, reply with the corrections needed. The corrections will be made and another proof sent.

NOTE: Once the final proof has been approved by the client, no further changes can be made to the order. Because of the automation of our system, once the order has approved and submitted for print it may not be changed or cancelled.

ORDER CANCELLATION

Customers may cancel orders at any time prior to start of production. Once production has started all sales are final. If the order is cancelled before production has started but after it has been paid for, credit card fees may apply.

RETURNS AND REFUNDS

Customer orders have no re-sale value. Therefore, ALL SALES ARE FINAL. If an error is verifiably due to Design & Print Services, we will re-print the order at our expense. Any defect/s discovered in your shipment must be reported to Design & Print Services within 30 days of your order's receipt. To qualify for a free replacement order, you must return your product (at your own expense) within 35 days from the time the product was delivered. All Charges related to expedited orders (rush printing or shipping) are NON REFUNDABLE UNLESS UPS/FEDX FAILS DELIVERY OR DELIVERS DAMAGED PRODUCT. ANY CREDIT DUE WILL BE PROCESSED WITHIN 4 to 6 WEEKS. If a change is made to an existing order that results in a credit, the customer will receive a refund for the

credit minus any credit card processing fees. All refund considerations will be evaluated on a case by case basis.

SHIPPING AND DELIVERY OF PRODUCTS

Design & Print Services will always strive to avoid any delays in production or shipping, however, we will not be held responsible for any consequences or damages due to delayed production or delivery. Our shipment and delivery dates are based upon estimates provided by our shipment suppliers. Design & Print Services will not be responsible for delays in shipments due to shipping company delays, weather conditions or any other circumstances beyond our control.

Design & Print Services will strive to ensure that all delivery schedules are met in a timely manner. However, unexpected production or shipment delays may occur as a result of technical problems or equipment malfunction or failure. Rush charges/fees will be refunded or waived by Design & Print Services, where applicable, for a delay caused by technical difficulty. However, order cancellations will not be allowed due to technical difficulty.

SHIPPING ERRORS & LOST PACKAGES

In order to file a lost or damaged claim the following must apply:

Claims can only be placed within 30 days from package shipment. Design & Print Services cannot be held responsible for shipping errors, delays or lost or damaged products due to 3rd party errors. In the case that a customer supplies the wrong address causing a package not to be delivered on time, Design & Print Services will reship the package (to the corrected address) with an additional shipping fee for the re-shipment.

LIMITATIONS & LIABILITY:

OUR LIABILITY IS LIMITED UP TO THE TOTAL AMOUNT OF YOUR ONLINE PURCHASE (AT THE SPECIFIC TIME AND DATE OF YOUR PURCHASE) AND SHALL NOT INCLUDE ANY CONSEQUENTIAL DAMAGES OR DAMAGES FOR PROFIT LOSS. WE HAVE THE RIGHT TO HOLD CUSTOMER PROPERTY (a lien) AS SECURITY FOR UNPAID BILLS.

INDEMNITY

YOU AGREE TO INDEMNIFY AND HOLD DESIGN & PRINT SERVICES HARMLESS FROM ANY AND ALL CLAIMS, INCLUDING REASONABLE ATTORNEYS' FEES, ARISING OUT OF YOUR BREACH OF ANY OF THESE TERMS AND CONDITIONS OR IN CONNECTION WITH YOUR USE OF THIS SITE.

DESIGN & PRINT SERVICES RESERVES THE RIGHT TO REFUSE SERVICE TO ANY PARTY FOR ANY REASON IT DEEMS FIT.