

## Terms and Conditions

### ORDER

Do you ship orders outside of the United Kingdom?

We do not ship outside of the United Kingdom and channel islands. We endeavor to deliver the goods at specified date unless there are delays in unforeseen circumstances in printing or shipping.

What countries do you accept payments from?

We only accept payments from the United Kingdom as we don't want to compromise security or be involved in any scams due to payments from outside of the United Kingdom.

### ORDER CANCELLATION

Can I cancel my order?

An order may be cancelled on condition that no work has been completed for that order at the time of cancellations. In this case, the customer will be charged a £20 as cancellation fees in addition to any fees charged for proofs or samples, if applicable. Customer will be charged in full in the following situations: -

- The order has been sent to production.
- The ordered item has been printed.
- The order is already packaged.
- The order is en route to you.
- The order has been delivered.

We have made every effort to describe the items as accurately as possible in the advertisement .We reserve our rights to cancel the order if there are any faults in our description or price. We also reserve the right to cancel the order if the printing work involves obscene materials.

**Delivery Dates:**

We are typically able to deliver your orders within six to ten business days. There are times when we are unable to deliver your products to you in that amount of time due to circumstances beyond our control. We do not guarantee an exact delivery date for your orders. We cannot be held liable if we are unable to deliver your items within six to ten working days.

**Loss and Damage:**

Our printing services are responsible for fulfilling your printed products and for preparing them to be shipped by US. We cannot be held responsible for damages to your products or the loss of your products once we have delivered your order to UPS. However, you can contact UPS to file a claim to be compensated if your shipment is lost or damaged.

We can only provide an estimate for the amount of time that your order will be in transit. All estimates are based on business days and do not include National holidays, weekends and other days when there is no UPS delivery.

Delivery dates will be estimated after we receive final approval from you of the proofs we provide for your printing order.

**Printing Quality:**

Our printing services meet all standards for quality in the printing industry. We always strive to provide you with the most ideal results for your printed products. Your printed materials will always meet all industry standards. You can certainly view our samples of work for a better feel for our printing standards. We encourage that you do so before placing an order.

- Any art work and images you send to use should have good resolution.
- Your files should be sent to us in CMYK mode. If you send in other modes, we will need to convert your files which could cause variations in the final color.
- We need at least a 2mm bleed for your artwork. This allows for room to trim when printing.

Artwork should be sent in the requested format with correct bleed to ensure proper and accurate trimming of products. We will help and advise where possible but ultimately it is the customers responsibility to ensure any artwork sent is correct at the time of going to printers

**Color Matching:**

It can be difficult to match colors exactly from the computer monitor to a hard copy of the image. The matching of colors is limited by the technology we use to create the printed materials. In printing industry it is difficult exact match between the

colors on the computer screen and the colors on the hard copy print output. There are technological limitations within the printing process that affects the accuracy of color reproduction. A quick Google search will tell you why this is not possible in printing.

### **Customer Errors:**

We cannot be held responsible for any customer errors. We are not responsible if your files are sent to us with grammar or punctuation errors, spelling errors, poor fonts or resolution problems.

### **Overprint and Under-print Policy:**

Sometimes we cannot guarantee that we will be able to provide you with the exact numbers of items that you ordered. The copies of your printing materials are prepared on a machine. Sometimes you will receive an order with slightly more or less items than you ordered

Defective Order: If you receive a defective order, you will need some send some copies to us so that we can understand the problem. In some cases, you will need to return the full order to us. Return shipment is the responsibility of the customer.

What if the artwork in my design isn't exactly right?

After we complete our free basic file check, we will send you an email regarding the quality of the artwork. If the artwork is perfect, we will begin printing. If we have found any mistakes or errors that can come from a negative effect of the result of printing, we offer you three different option.

You can deliver the corrected artwork.

You can allow our team to do the artwork (additional charges will apply).

You can approve the printing which means that your artwork will be printed as is with no further editing.

The last option is to change your order to either use different artwork or a different design.

Customers must check the print data carefully to determine whether it is suitable for the order before sending it to us. Our basis file check will not guarantee that no errors will occur

## **Payment Methods**

All orders must be paid for in advance. Full payment must be received and cleared prior to processing the order. All prices are quoted in Pounds Sterling and payment cannot be accepted in any other currency. Payment for the goods which include delivery charges are to be made through the method shown on our website at the time you place your order. We are pleased to accept, cheque's, Bank Transfers for goods, however all funds must be cleared prior to us commencing any printing.

## **PAYPAL**

All of our transactions are conducted through PayPal. This allows our customers and our business to stay safe and secure.

### **Do you accept bank transfers?**

Yes we do. We accept bank transfers to our HSBC Business banking account.

Is your website secure for online payments?

Absolutely. Our site is protected with SSL technology, all online transactions on our site are completely secured and encrypted for privacy. We understand your concern about giving your credit card information online and we'd like to assure you that shopping with us online is 100% safe and secure

### **What are instance when you refuse an order?**

Orders with offensive, indecent and improper material will be refused. Any material which in our opinion may be of an illegal nature or an infringement on the rights of any third party will not be printed. Under our Terms & Conditions, the Customer accepts full legal liability for the content of material processed and printed on the Customer's behalf and under the Customer's instructions. We reserve the right to refuse an order at our discretion.

### **Issues with Copyright**

The customer is held responsible for any issues with copyright when it comes to their pictures.

### **Custom Design**

Art work and illustrations and anything else whatsoever prepared, developed or created by UK Colour Printing shall remain "our work

### **Proof**

We like for our customers to approve the work before any printing can take place. This way we know the customer is satisfied with the design and there are no spelling or grammar mistakes. If there are any mistakes after this point that the customer did not notice or already approved is the responsibility of the customer."

## **Price and Delivery**

The prices of any products are as quoted on our website or by e-mail. These prices are subject to change at any time. Prices quoted by e-mail are only valid for ten working days. Price changes will not affect orders for which order confirmation has already been sent.

Products are normally delivered within 7-10 working days. It is not always possible to give an exact delivery date and delivery may be earlier or later than the 7-10 days estimated. All our products are printed outside the United Kingdom and are delivered using UPS. We may on occasions use other delivery companies.

All our products are printed by our suppliers. This means we can negotiate the best price for the customer directly with the suppliers. The supplier then delivers directly to the customer.

We have made every effort to describe the items as accurately as possible in the advertisement. We reserve our rights to cancel the order if there are any faults in our description or price

## **Artwork**

We do a series of checks when we receive the customers artwork. Customers should send the artwork in the correct format (JPEG, PDF, TIFF). If your artwork is not in the correct format we can convert it but we will not make any changes to correct spelling or grammatical errors at this point.

We will change the size and convert to CMYK. All artwork should have a minimum 2mm bleed, 300 dpi resolution and CMYK for better printing results. Some error corrections may take some time and this may affect delivery dates.

Customers must check the print data carefully to determine whether it is suitable for the order before sending it to us. We will not check the print data and the customer alone will be responsible for any errors in the printed products owing to incorrect data being supplied. Our basis file check will not guarantee that no errors will occur

We are able to convert print data not sent in CMYK mode but such conversion will be at the customer's risk. Conversion of RGB data or ICC colour profiles will naturally result in deviations in colour from the original.

These deviations will not be the company's responsibility. Any printing errors that are deemed to be the fault of the company will need to be investigated and a suitable outcome decided on between the company and the customer. It is not always possible to give an immediate solution. Slight deviations in colour will not be regarded as defects. It most cases where there are print defects the items will be reprinted

Should a customer wish to complain they may do so via e-mail. We will always respond to any complaint raised. Any defects in the delivered items must be reported to us within four days of receipt

We have the right to make changes to our Terms and Conditions when necessary. We can also make changes to our products and services without providing any prior notice. You should always review our Terms and Conditions as well as [ukcolourprinting.com](http://ukcolourprinting.com)'s Terms and Conditions every time you prepare to place an order.