



## Terms and Conditions

**Ordering:** All orders can be placed through 5 easy ways. Orders can be done through Fax, email, mail, in-store, or our website. Orders must be confirmed in writing, To ensure we minimise the possibility of error, we do not accept orders over the phone. If your company requires all orders to be on official purchase order forms, this must be supplied before commencement of work.

**Payment Terms:** Due to the nature of our business, all products produced is unique and of value to you our client. This requires us to ask you for 50% deposit on placement of order with the balance paid prior to dispatch of goods. For Trixle credit account holders (subject to approval), net 7 or 30 days.

**Artwork:** Our preferred format for images is either Vector EPS or Adobe Illustrator AI files. Photoshop or PDF files are also acceptable depending by the decorating methods used. Please note PMS or CMYK colours on your designs, we will endeavor to match your colours correctly however not all decorating service can match this exactly. All artwork needs to be approved and signed prior to the commencement of production. Other formats may be accepted depending on the method of decoration and detail of art file, please contact us and we'll advise accordingly. A Re-design fee may apply for artwork that needs to be designed to a suitable format, the artwork fee is charged on a time basis to get the artwork to a suitable level required for decorating

**Set-Up:** A Set-Up fee applies to some service's, a Repeat Set-Up fee may also apply to some services when an order is repeated. The cost of set-up varies and we'll advise you accordingly.

**Lead Times:** The lead times vary depending on each individual job and are subject to stock availability. We'll advise you the lead time of your order accordingly. Customers please note: Delays in signing off artwork and changes may affect the delivery time. Delivery times do not include time in transit.

**Freight:** All deliveries are to be paid for by the client. Freight costs will vary depending on size of shipment and final destination.

**Prices:** All prices are current at time of printing but may be subject to change with out notice, all prices quoted are Ex. GST

**GST:** Please add GST of 10% to all unit and setup prices.

**Over/Under Supply:** We reserve the right to supply 2% over or under the amount ordered due to the complex nature of the production process.

**Ownership of goods:** ownership of supplied goods shall not pass to the purchaser until such time as those goods and all others are paid in full.

**Cancellations:** Cancellation charges on products vary due to the specific processes involved in creating your product. All relevant costs up to date of cancellation will be charged accordingly.

**Urgent Orders:** From time to time, we understand some orders must be performed urgently. Urgent Orders can be accommodated, however, any extraordinary expense must be passed on and we will advise you prior to commencement.

**Claims:** All claims of incorrect, damaged or missing items must be made in writing within 7 days of our invoice date.

**Indent Orders:** Require a 50% deposit on the placement of order, and the balance payable prior to the goods leaving the country of origin.

**Samples:** We are happy to provide samples upon request, we do require samples to be returned to us within 14 days for a credit and in a saleable condition, no exceptions. Freight charges for samples will not be credited.