

# Terms and Conditions

## Quotations

Quotations are based on the current cost of production (ie. labour, materials etc). Prices are valid for 30 days. Invoices will include the total amount originally quoted plus any additional charges that have occurred during the design and production process. Prices are subject to change without prior notice.

## Payment

All invoices are to be paid COD unless otherwise agreed. Design work: For new client's a 50% deposit is required on commencement of work and the balance to be paid on completion. Printing: For all client's, a 50% deposit is required after final artwork has been completed and the balance to be paid on delivery.

## Copyright

All ideas, design work etc shall remain the property of PMGraphics until full payment has been received. Copyright and trademarks are the Client's responsibility to register. The Client warrants to PMGraphics that they have copyright in the image(s) that they ask us to reproduce and/or that they have all necessary rights and permissions from the copyright owner and they indemnify PMGraphics with respect to any breach of this warranty.

## Electronic Media / Designs / Artwork

All Disks, tapes, compact disks or other media (other than the media supplied by the customer) used by PMGraphics to store data for the purposes of completing the Order are the property of PMGraphics. The customer cannot require PMGraphics to supply to the customer any data so stored. In the event that PMGraphics does supply data so stored or created, PMGraphics may charge the customer for supplying such data. PMGraphics will not be held responsible for storing any data on disks, tapes, compact disks or other media when the Order has been completed. If PMGraphics agrees to store such data PMGraphics may charge to do so. PMGraphics takes no responsibility for final result of scanned or digital photos provided by client.

## Claims

Any claims are to be made in writing to PMGraphics within fourteen (14) days of receipt of goods by the Client. No claims shall be made by the Client after this point.

## Suspension of Work

The suspension by the customer of any work, for any reason whatsoever, for a period of thirty (30) days, shall entitle PMGraphics to payment in full for the portion of work completed.

## Customer Instructions

Once a quotation is accepted by the Client (either written or verbal), PMGraphic's written quotation shall be deemed to interpret the Client's instructions correctly. Where verbal instructions are taken, PMGraphics shall take no responsibility for errors or omissions due to misunderstanding of those instructions.

## Outside Work

If PMGraphics has to obtain goods (including typefaces, film, plates etc) and/or services not normally stocked or supplied by PMGraphics from a third party in order to carry out the customer's instructions:

- (a) PMGraphics acquires these goods and/or services as agent for the customer and not as principal and will have no liability to the customer in relation to the supply of those goods and/or services. Any claim by the customer in relation to the supply of those goods and/or services must be made directly against the third party.
- (b) The customer must pay for such goods and/or services.
- (c) Any such goods obtained from a third party, must be obtained on the basis that property in those goods is passed by the third party to PMGraphics at the time the goods are incorporated into the work done by PMGraphics for the customer.

## Service Times / Surcharges

Prices are based on Monday to Friday, 9.00am to 5.00pm service. Surcharges apply for urgent orders, after hours and weekend service.

## Colour Accuracy

Colour proofs are a guide only of how your job will look, but sometimes colours may vary in the final printing process. Colours on proofs and computer monitors are not guaranteed to be accurate.