

## Edward's Printing Company Policy

### **Order Submission**

1. All customers must sit down to review company policies and order specifics with Printing Owner.
2. An estimate will be given; if accepted, a due date on order(s) will be finalized.
3. Customers are to fill out a Customer Contact Form and a New Account Form.
4. Signatures for consent are required.

### **Delivered Quantities**

If you require an exact count, please state this on your Job Order. We will guarantee the count, however, you may be charged for extra material used to guarantee the count.

### **Proofreading**

1. Proofreading is a very important step in any printing job and is ultimately the customer's responsibility. You can keep your cost down and reduce the time to complete your job by giving us your project already proofread and corrected.
2. Please note that Printing Services will not assume responsibility for proofreading and accuracy of the content of any copy.
3. Please be careful when you proofread and approve proof. We will help all we can; however, the final responsibility for proofreading and producing accurate copy rests with you. Your order will be delayed by the length of time it is out of production on proof.

### **REFUND POLICY:**

**AFTER YOU APPROVAL OF YOUR ARTWORK THERE IS NO REFUND FOR YOUR ORDER.**

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### **IMPORTANT!**

**It is the customer's responsibility to read and approve all elements of the proof. Please proof read carefully. If it is wrong on the proof it will be wrong when it is printed. Customers will pay reprinting costs if they approve a proof and an error is not caught.**

**Standard reprint orders without changes may be processed in one to three days.**

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## **Rush Orders**

1. Rush orders should be the exception - not the rule. They are a major problem with any scheduled production operation. They disrupt the smooth, orderly flow of work. They delay other jobs (including our other jobs), which may be just as important.
2. Discuss your particular need with the Printing Services Manager; every effort to accommodate your due date will be made.

## **Cost and Time Estimates**

1. Cost and time estimates to complete your job are estimates only; actual cost is provided when billed. Costs are calculated by using the information you give the Printing Owner. The more complete your job specifications are the more accurate our estimate will be.
2. Both cost and time estimates can change during production for several reasons. When not anticipated in the original estimate, customer changes can alter cost and/or time estimates. Problems in production change time estimates and when these are customer related, they increase cost.
3. **If you are a first time customer you must pay the total of the invoice in full.**
4. **A 50% DEPOSIT IS REQUIRED AT THE TIME OF ORDER. THIS IS FOR FUTURE ORDERS.** The remaining balance is due at the time of pick-up or deliver. NO EXCEPTIONS.

**\*\* You can help insure the original estimates are reliable by providing complete job information and by not making changes after production has started. \*\***

## **Billing**

Printing job costs are encumbered against the account number shown on your Job Order form. Printing jobs are normally billed once a week after the job has been completed. Billings may take longer if part of the job was done by an outside vendor. Contact the Printing Owner if questions or problems exist concerning charges on your order.

**\*\* Cash accepted under \$50.00 Credit Card, Check, and Money Orders are all acceptable forms of payment. \*\***

## **Additional Information**

1. There will be a 10% discount for first time customers.
2. If you refer five people, you'll receive another 10% off your next order.
3. If someone else has authorization to receive information regarding your order and make payments, please add them onto your contact form.

**\*\*Any questions regarding this policy should be directed to the Printing Owner, Matthew Edwards at 202-594-8916 or [Epcompany37@gmail.com](mailto:Epcompany37@gmail.com).\*\***

I, \_\_\_\_\_, am aware and understand the policy of Edward's Printing Company.

Signature \_\_\_\_\_

Date \_\_\_\_\_