

# Customer Guidelines for Print Orders

To ensure smooth processing and satisfaction, please review the following policies before placing your order:

## 1. Prepaid Orders Only

- All orders must be paid in full before production begins.
- Once payment is received and the order is approved by the customer, the print process will begin immediately.

## 2. Customer Responsibility for Proofing

- It is the customer's responsibility to carefully review and approve all proofs or artwork before printing.
- Once approved, the customer accepts full responsibility for any errors, including but not limited to spelling, colors, layout, or design.

## 3. Order Pickup & Storage Policy

- Finished orders must be picked up within 30 days of completion.
- This includes both printed materials and any original materials (e.g., artwork, digital files, physical items).
- **After 30 days**, unclaimed orders and materials will be **discarded without further notice**, and the customer will be **liable for the full cost** of the order.

## 4. Changes & Cancellations

- Any changes after approval may incur additional charges and may cause delays.
- Orders cannot be canceled once approved for print.

## 5. File Submission & Quality

- For best results, please provide print-ready files with proper bleeds in high-resolution formats (PDF, TIFF, or vector files are preferred).
- We are not responsible for the quality of prints resulting from low-resolution or improperly formatted files submitted by the customer.

## 6. Turnaround Time

- Turnaround times vary depending on the order size and complexity. Estimated completion times will be provided upon order confirmation.
- Rush services may be available for an additional fee.

## 7. Communication

- We will notify you as soon as your order is ready for pickup.
- It is the customer's responsibility to provide accurate contact information and respond to communications promptly to avoid delays.

