



All your printing needs. High quality, low cost.

Print+ provides an inexpensive and reliable online printing service.

TERMS & CONDITIONS

These terms and conditions apply to the use of the website www.printplusni.co.uk.

You confirm that you have read these terms and conditions and agree to adhere to them in their entirety when visiting our website or by placing any order at www.printplusni.co.uk. Please refrain from using this Website if you do not agree to these terms and conditions.

These terms and conditions apply to all our orders and are not subject to any other contractual terms defined by you, the buyer. By using the website you are accepting that these are the terms and conditions under which the sale is bound.

We may update or vary our terms and conditions from time to time, please check for periodic alterations.

All orders must be placed through our website at www.printplusni.co.uk. We do not accept telephone orders or requests for prices via the telephone.

Artwork must be supplied in a press-ready PDF (font embedded) format, in CMYK with a minimum 300dpi resolution. Jobs are processed in CMYK format as standard. We cannot take responsibility for colour reproduction of RGB files, or files supplied outside of the specifications given. Any 'spot' colours will be converted to CMYK as standard.

Variations in printing can exist. We will not be held responsible for any variations in colour, either from previous products supplied by us or from work provided from a third party. Also note that variations may exist due to the nature of the paper or lamination chosen. Please note, we do not hold samples of previous work.

We will print your artwork as you supply it. We do not proof read artwork, nor do we check artwork for date validity or expiration. Soft copy proofs will be emailed to you. Please view all proofs carefully. We will not accept responsibility for any inaccuracies in artwork, once the proof has been approved.

Please note, we do not accept responsibility for incorrectly supplied email addresses, which may result in a delay in soft copy proofs being sent to you.

There should be a 3mm bleed around the finished artwork. We will not be held liable for errors generated due to insufficient bleed.

The artwork should include crop marks. We will not be held liable for errors generated due to exclusion of crop marks on supplied artwork.

When card is folded, there can be a small amount of 'cracking' along the spine. This is normal for folded card. However, if the job requires that a solid colour is printed along the fold, the impact of the cracking can be amplified. Therefore, we recommend that, in the case of solid folded colours, a lamination should be used. Similarly, Spot UV will crack when folded or creased. We are not liable for 'cracking', particularly if the card is unlaminated.

Booklets should be supplied in a PDF as portrait, single paged. They should NOT be created as spreads with registrations marks. If a landscape booklet is required, please email quotes@printplusni.co.uk for a specific price.

If there are inherent design flaws, we will NOT be held liable for the resultant flawed product. Our standard prices reflect our production performance ONLY. We do NOT provide design review as standard, nor do we check for design feasibility. If design review is required, it will involve an additional cost, which must be agreed before the order is placed.

Delivery Dates

We will make every reasonable effort to meet our scheduled ship dates. However, there are times, in a production environment, that we may be unable to meet our scheduled ship date. Therefore, our shipping dates are estimates, not guarantees. We do not accept responsibility for missed ship dates. We do not accept responsibility for loss suffered due to missed ship dates.

Turnaround

PrintPlusNI operate a five day turnaround on print jobs.

Turnaround for print starts from the date of payment and ends at the date of dispatch from PrintPlusNI. It is measured in working days.

The cut-off for turnaround is 3pm, if your job is urgent you can request a faster turnaround at an additional cost.

For example, if artwork is approved on Monday, before 3pm, it will be dispatched from PrintPlusNI on Friday. Similarly, if artwork is approved on Wednesday it will be dispatched from PrintPlusNI the following Tuesday.

If a faster turnaround is needed, you must inform us when placing

the order. We will not accept liability for missed ship dates. Please note, all deliveries weighing in excess of 300kgs may take longer to ship.

However, we will not be held liable for failure of a courier company to deliver in a timely manner and we will not compensate for lack of performance on the part of a transport company.

Failure of delivery

When your job is dispatched from PrintPlusNI, you will be emailed details of the courier company and the tracking number of your goods. If the delivery attempt fails, the goods are returned to us. You will be charged the cost of all re-delivery attempts.

CLAIMS

Notification Period.

Any complaints arising from damaged, missing or short shipped orders, should be reported to us within 3 working days. Any claims arising after this period will be rejected.

Damaged/Incorrect Goods

Goods MUST be returned to us in order that we may consider a reprint. The proof of delivery document MUST be signed as 'damaged product'.

Quantity Variation

We have fulfilled our contract with you if we have shipped between 95% and 105% of your ordered quantity. Should a shortage be agreed, the rate will be reimbursed at the pro-rated contract rate.

LIABILITY

Liability for any loss or damage suffered by you in respect of the goods shall be limited to the contract value of the goods, except in such cases which cause death, injury or damage to personal property.

We are not responsible for any financial loss suffered by you, including loss of earnings or expenses incurred by you.

We will not accept responsibility for resold products that are deemed inferior by the end-user, when the product has been printed within standard ink densities, reasonably tolerated within the print industry.

ACCOUNTS

Payment Terms

Orders must be prepaid at the time of ordering. Payment shall be made in full, compliant with the terms of the agreed account. We reserve the right to review and/or remove accounts at any time.

Legal Fees

All legal and administrative fees, including Statutory Demand fees will be charged to your account, in the event of administering overdue accounts and/or the issuing of legal proceedings in the collection of overdue accounts

Discounts

Discounts are made with the strict understanding that accounts must be settled within the terms of the account. We reserve the right to invoice for said discounts, should you operate your account outside of the agreed terms.

VAT

UK VAT at the Standard Rate will be added to the price of a job where UK VAT is applicable. It may be the case that a job, for example, a leaflet, becomes VAT-able after the artwork has been supplied, for example, if it is a form. To comply with current legislation, we MUST add VAT in these cases after the order has been placed. You are liable for payment of VAT before the order can be dispatched. Comprehensive details on VAT regulations can be found on the H.M. Revenue and Customs website. We will not accept responsibility for missed ship dates due to non-payment of VAT.

CANCELLATION POLICY

Once an order has been approved for print and invoice paid we cannot cancel your order. Your order can be cancelled or altered in any way before this, but once the printing process has begun there is no going back.

REFUNDS

We reserve the right to rectify defective work by reprinting and shall not be liable to refund.

If we offer to replace your order you must accept such an offer unless you can show clear cause for refusing to do so.

If you do opt to have work re-done by a third party without reference to us you automatically revoke your right to any remedy from us.

All defective work must be returned to us before replacement, if the work is not available we will assume that it has been accepted and no replacement will be provided.

