

TERMS & CONDITIONS



PRICING

COPYCATS price *quotes* are good for 30 days from date listed on quote. COPYCATS price lists are subject to change without notice. All prices are subject to change if project specifications arrive different than stated on quote.

PAYMENT

COPYCATS accepts payment via cash, wire transfer, VISA, MasterCard, and American Express. Full payment is due before COPYCATS will begin production of a Customer project. Any balance due at the end of a job must be paid by Customer prior to transfer of goods. COPYCATS will automatically charge the Customer's credit card for any balance due at the end of the job unless prior payment arrangements are made.

The Customer agrees to pay any and all costs, fees, charges, or expenses (including without limitation all reasonable legal fees and litigation/arbitration fees and costs) incurred in recovering any amounts owed to COPYCATS by Customer.

CREDIT / PAYMENT TERMS / PURCHASE PROJECTS

COPYCATS may, at its own discretion, grant a Customer credit / payments. A credit application is available upon request for corporate Customers that have paid COPYCATS for at least one prior project. From Customers approved for terms, COPYCATS requires a purchase project prior to beginning a project for the Customers. Should a Customer fail to pay COPYCATS according to the terms granted, interest shall be due on the overdue amount, accruing daily from the initial billing date at the rate of one percent (1%) per month (12% per annum).

RIGHT TO REFUSE SERVICE

COPYCATS reserves the right, at its own discretion, to refuse or cancel any project.

WARRANTY

All manufactured and printed media products are guaranteed by COPYCATS against defects in quality and workmanship within industry standards. This guarantee is limited to the price or replacement of actual defective product and is valid only upon the satisfaction of the following three conditions: [1] written notice of such defect is received at COPYCATS within (30) days after product ships to Customer, [2] COPYCATS is able to verify said defect, and [3] the defect did not the result of materials applied by Customer or its representatives. COPYCATS is not responsible for indirect costs incurred due to defects.

QUANTITY: OVERS & UNDERS

Actual quantity delivered to Customer may deviate 10% (over or under) from quantity requested by Customer. Customer will only be billed for the actual quantity received.

PRODUCTION TIME / RUSH FEES

Production Time (Turn Time) is the number of full business days (8:00 AM to 6:00 PM, Monday through Friday, not including holidays) to complete a project once payment or purchase project is received, proofs are approved, and all production ready materials are approved for production.

COPYCATS' representations of production time to complete a project is an estimate, not a promise.

Projects may be delivered early or later than Customer expectations. Such projects do not impact the amount Customer must pay for the project.

Allow one full business day (24 hours) prepress time for single disc only art and two business days (48 hours) for art with multiple elements such as that required for disc face, jewel case insert and tray card.

COPYCATS is not responsible for delays in delivery due to shipping, proof approval or alterations made by Customer. Your project will be delayed or additional rush fees required to keep an project on schedule if you fail to provide COPYCATS with all necessary materials (including your master, print ready graphics, payment, signed Intellectual Property Rights Form, timely and accurate shipping information).

BACKUPS & INSURANCE

COPYCATS assumes that the Customer has a backup copy or originals of all art and media content provided to COPYCATS by the Customer or its representatives. As such, COPYCATS is not obligated to return such content to the Customer upon completion of the project.

While COPYCATS treats Customer materials with the utmost care and respect, COPYCATS specifically denies liability for damage or loss while Customer materials are in the care and possession of COPYCATS. Customer materials located at COPYCATS are not insured.

TAX & SHIPPING

COPYCATS' prices do not include tax and shipping. All shipping is FOB Minneapolis, MN unless indicated otherwise. COPYCATS is not responsible for loss or damage to product once it has left COPYCATS premises. COPYCATS charges applicable sales tax when appropriate, as required by law.

ART & PROOFING

The Customer is responsible for supplying COPYCATS with print ready digital art files, unless otherwise agreed. COPYCATS will output digital PDF proofs for Customer, and requires Customer's approval or such files before beginning production. Customer is responsible and encouraged to review proofs for content and layout, and notifying COPYCATS in writing of approval, requested changes, or questions before production begins. Once the Customer's art file approval is received by COPYCATS, Customer requested changes to art files incur additional fees. COPYCATS is in no way responsible for spelling or layout errors that Customer or its representative approves in proofs.

Note: Digital PDF proofs are not an accurate representation of true color and clarity. Digital hard proofs (color match proof), press sheet samples for printed paper parts, and sample printed check discs are available, for additional charges, upon Customer request.

Please be aware of the following:

- Customer must allow for up to 1/8" cutting variation on all paper printed parts
- 4/0 represents full color (CMYK) printing on the outside of printed piece with no printing on the inside
- 4/1 represents full color (CMYK) printing on the outside of printed piece with black (K) printing on the inside
- 4/4 represents full color (CMYK) printing on both the outside and inside of printed piece