



About Your Order

Thank you for choosing Panaprint, Inc. for your printing needs. We intend to offer you the highest value product and service for your money.



Custom Quotations

- Custom quotations not accepted in writing within 30 days are subject to review.

Over-runs and Under-runs

- Final quantities within 5% of the ordered amount, unless otherwise stated in writing, will constitute acceptable delivery, and final pricing will be adjusted based on the run-on cost per thousand.
- Modest over-runs and under-runs are a natural part of the printing process.
- While industry standards consider 10% variance acceptable, we require only a 5% tolerance, and we strive to be even closer.

Customer's Original Copy, Disks, Photographs, or Art

- The quality of the finished product is greatly influenced by the quality of the materials you give us.
- All original materials supplied should be labeled with name and address.
- At your request, these items will be returned at the completion of the job. A shipping and handling fee will be added to your order.

Ownership of Design and Electronic Files

- Many printers retain ownership of the design and electronic files they produce for you, and you may have to pay for them again!

Our policy is that these items belong to you.

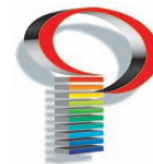


- Panaprint will store and protect files created for you for up to four years after your order; however, we accept no responsibility for lost or damaged files.
- If you would like to have a copy of these files, please request it at the time of your order. There is a small service charge for this to cover shipping and handling.

Proofs and Proofing

- Panaprint will submit proofs to you as covered in your order, along with any original copy.
- Please note any corrections on the proof itself and on the proof authorization sheet. When finished, the proof authorization must be signed in one of the three following ways: OK as is, OK with corrections, Revised proof requested.

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Proofs and Proofing

- It is the customer's responsibility to make sure proofs are correct and returned promptly. Work cannot proceed until proofs are returned.
- A delay in returning your proofs may result in rescheduling the job.
- Verbal corrections are highly discouraged. The customer is responsible for any miscommunication in verbal corrections.
- Because of different processes, papers, and pigments used, along with the influence of adjacent images, a reasonable variation between color proofs and the completed job is to be expected. Within commercial standards, these slight variations are considered acceptable.

Copyright Material

- Copyright material will not be printed without a signed and notarized release from the copyright holder.
- By placing your order with us, you agree to hold Panaprint harmless from any claims of copyright infringement.

Proofs Furnished by Customer

- No further proofs may be required if you provide your job as PDF files, completely ready for plating without intervention on our part, along with your own color proofs in actual size.

Cancellations or Hold Orders

- Orders that are placed on hold for more than 30 days or proofs that are not returned within 30 days will be considered cancelled. Cancelled orders will be billed for all labor and materials and will include a processing fee.

Shipping

- Please specify shipping preferences and all destinations at the time of order entry.

- We will be glad to quote truck line or UPS charges in advance.
- We cannot ship to PO boxes, unmanned warehouses, or self-storage facilities.

Drop Shipping

- You may designate your order to be shipped to a third party. Please ask your customer service representative for more information.

Delivery Schedules

- Panaprint is known for its quick, dependable service. We only quote orders we can turn quickly in order to provide the best quality service.
- You will be pleased with our turnaround times – usually 5 to 7 days after proofs are approved.
- Our scheduled delivery dates are based on workdays after receipt of the approved proof. This does not include weekends and holidays.
- Special order materials, copy revisions, or special finishing may result in delays.

Rush Service

- Need your order fast? Tell your customer service representative what you need and when. We will do our best to accommodate your needs.
- There is a small extra charge for rush service to cover the overtime it creates.

Please do not hesitate to let your customer service representative know of any questions, comments, or concerns you may have. We appreciate your business.

Make printing one less thing you have to worry about. Relax! You're using Panaprint.