



# Policy

## Notice

- If a Client needs a project completed in less than 72 Hours, the Client understands they may be subjected to a rush fee (pricing varies depending on timeframe and project).
- Production of orders happen Monday-Friday, unless other wise discussed.
- Orders are due in full at the time of invoicing, unless otherwise discussed. Deposits are available at request on some services. Deposits are required on services with installation, with remaining balance due 7 days prior to installation date. All deposit amounts are be scaled based on project.
- NO REFUNDS on Deposits, The Print & Craft Co. agrees to complete all projects in a timely manner. The Print & Craft Co. will always render services as agreed upon.
- There will be a Design Fee starting at \$15 and up, based on projects, for all orders that need images/designs created, this does not include simple image resizing. It is The Print & Craft Co.'s discretion to charge for minor alterations to images/designs.
- A mock up will be provided for all projects prior to work beginning. Unless otherwise discussed.
- All Pick Up orders must be picked up within 5 days of completion, unless otherwise arranged with with The Print & Craft Co. Orders will be subject to resale or for use as assigned by The Print & Craft Co..
- The Print & Craft Co. is not responsible for any incorrect size on any signage or other product told by the client, if there is a reprint needed, the client will be subject to pay the additional cost.
- All files are printed as sent. The Print Craft Company is not responsible for quality of file unless designed by P & C.
- Quotes are good for 14 days.

**\*\*Custom Orders do not begin until the deposit is paid or paid in full\*\***

## **Invoices**

The Print & Craft Co. will invoice the Client after completion of milestone(s) or the Project, unless otherwise noted in the Payment schedule. The Client agrees to pay invoice(s) by the due date(s) specified and/or pick up date specified. Unpaid or overdue invoices may result in suspension or termination of the Project. If the final invoice is left unpaid for more than 3 days (Monday-Sunday) after the due date, unless other conversation is had with a representative of The Print & Craft Co., they will be subjected to a 5% late fee on remaining balance every 7 days from initial start of late fee. The Client understands that Good(s) will not be picked up/delivered/shipped without a final payment.

## **Payment Methods**

Payment will be made to the Business via cash, Debit, Credit, or any other approved payment card, or by any other payment method determined by the Business.

## **No Refunds**

The Customer will be assumed to have accepted the Goods unconditionally unless a claim that the Good(s) are defective is made within 24hours from the date of final receipt.

## **Modifications**

The Client agrees to notify The Print & Craft Co. immediately of any changes to any Projects. The Client understands that they may be subjected to additional fees associated with any of the changes.

## **Termination of Contract**

The Contract ends upon completion of each project unless one of the parties ends the contract before that time. If one of the parties chooses to end the Project prior to the Project completion, the Client understands that the deposit is non-refundable. If The Print & Craft Co. ends the Project prior to completion, it is at the discretion of the business to refund the deposit partially or in full.