



FROM DESIGN TO PRINT TO MAILING

Trio Offset Limited Terms and Conditions

The Price

Estimates are based on current costs of production and unless otherwise agreed are subject to amendment on or at any time after acceptance to meet any reasonable rise or fall in such costs.

VAT

Value added tax (currently an additional 20%) may have to be added to the price in line with the current policy of H M Customs and Excise.

Preliminary Work

All work carried out, whether experimentally or otherwise, at customer's request shall be charged.

Artwork

A charge may be made to cover any additional work involved where artwork/copy supplied is not clear and legible or electronic files supplied are damaged or otherwise unsuitable.

Proofs

Proofs of all work may be submitted for customer's approval and the printer shall incur no liability for any errors not corrected by the customer in proofs so submitted. Customer's alterations and additional proofs necessitated thereby shall be charged extra. When style, type or layout is left to the printer's judgement, changes therefrom made by the customer shall be charged extra.

Delivery

If required, in whole or in part (e.g. as samples), delivery is chargeable extra to the price.

Payment

30 days from date of invoice. All costs collection, legal or any other will be passed onto the client.

Quantity

Every endeavour will be made to deliver the correct quantity ordered, but estimates are conditional upon margins 5% for work involving colour being allowed for overs or shortage to be charged or deducted from the price.

Claims/Complaints

Please email any complaints you may have to enquiries@triooffset.co.uk

Advice of damage, delay or partial loss of goods in transit or of non-delivery must be given in writing to the printer and the carrier within three clear days of delivery (or, in the case of non-delivery, within 28 days of dispatch of the goods) and any claim in respect thereof must be made in writing to the printer and the carrier within seven clear days of delivery (or, in the case of non-delivery, within 28 days of dispatch).

Liability

The printer shall not be liable for any loss to the customer arising from delay in transit not caused by the printer.

Property

Standing material owned by the printer and used by him in the production (e.g. plates, etc., or as electronic files created to complete the job) shall remain his exclusive property. Such items when supplied by the customer shall remain the customer's property. Unless otherwise advised by the customer, the printer will (as a service to the customer) retain all such materials (electronic or otherwise) associated with the job for a reasonable length of time for which there is usually no charge.

Materials supplied by the customer

The printer may reject any paper or other materials supplied or specified by the customer which appear to him to be unsuitable. Additional cost incurred if materials are found to be unsuitable during production may be charged.