

# Terms and Conditions of Printing

## EMP

1. In the following agreement, E.M.P. Public Relations Agency shall be known as “the supplier” and the person known on the attachment of this document will be known as the “client”
2. The supplier will proceed with the order on the basis of a verbal contract between the client and the supplier for the supply to the client for his/her customer.
3. Cancellation will only be accepted by the supplier if received in writing or by email within 3 days.
4. Artwork services carried out by the supplier for the client will be to the best of the supplier’s ability. The Artwork will be sent for approval to the client and may include a mandatory form attached for the client to complete authorising the supplier to go ahead with the order. In the event the clients order is not to the standard expected by the client, no refund is payable as the client has already agreed that the Artwork was fine.
5. In the event of a delay with the process or completion of the clients order, the client agrees to levy no charge against the supplier for any financial loss indirectly or directly in association with the order placed by the client. We accept no responsibility for direct or indirect loss resulting from your order placed.
6. An official order number will be agreed by both the supplier and client at the time of placing the order and will be seen as confirmation of that order. It will be included in all correspondence forwarded to the client.
7. Proof copy of the Artwork will be passed to the client to be amended or approved and returned to the publisher within a reasonable period of time not typically exceeding 5 days from point of order.
8. All Art services supplied by the supplier are free subject to agreement, however the ownership of any design/style remains the property and copyrighted work of the supplied with exception to items supplied in the design by the client. **The Artwork APPROVED by the client and received by EMP will be printed, as such we are not liable in any way for errors resulting from the printing of the same.**
9. Return of an amended proof does not necessarily require a further proof to be sent to the client unless specifically requested by the client.
10. Times quoted for delivery are guidelines only are to be treated this way. The supplier makes no guarantee of delivery times.
11. The client agrees to indemnify the supplier against any copyright infringement
12. The client will receive a pro-forma invoice after they have received an agreed upon proof copy of there artwork
13. Invoice terms are strictly cheque with order
14. If on receipt of the printed goods namely leaflets, letterheads or the like an error is visible in the quality or the printed item(s) the customer will need to inform EMP within 3 days at which point, subject to approval of EMP a reprint will take place. After 3 days, a reprint will be at the cost of the customer. If the product approved by the client is incorrect despite being approved the full cost of reprint will be passed to the client.
15. This contract is subject to the laws on the United Kingdom.

