

Artwork and Proofs Terms & Conditions

PLEASE READ THEM VERY CAREFULLY

Although we have taken great care in producing your artwork, **proofing is the sole responsibility of the client. Any errors (even ours) detected after your order goes in production are your responsibility and cannot be rectified. The order is considered in production the moment you Sign it off.**

THE BOTTOM LINE IS: WHAT YOU SIGN OFF, WE PRINT.

Please be aware that changes are possible after originally artwork is supplied by you (not generated by Rockwell Print & Sign Ltd) but that will lead to a delay with the approval and delay in production. Any changes or alterations of a file supplied by you are considered an extra commission and will be charged additionally according to the time and materials used.

Any further changes or alterations after “Go Ahead” and Signing Off a proof for artwork generated by us are considered an extra commission and will be charged additionally according to the time and materials used.

You must let us know if we can Go Ahead with your order or if you require any changes beforehand to artwork that is generated by Rockwell Print and Sign Ltd. We allow up to 3 revisions of changes for artwork generated by us within the original commission. Extra revisions of changes are chargeable. **Any prices quoted for artwork are subject to change without notice.** Any delay in submitting changes will lead to a delay in making these changes, delay the approval and will cause your order/s to be postponed and delayed.

Before you Sign Off any proof as correct, please read and check the file sent to you carefully and completely.

- **CHECK - WORDS, TIMES, DATES, NUMBERS, SPELLING, PUNCTUATION - Are they correct?**
- **LAYOUT - POSITIONING, STYLING, LOGOS, PICTURES - Are they correct?**
- **CROSS CHECK - If possible, get someone else to check it with a fresh pair of eyes.**
- **IF IN DOUBT, CONTACT US IMMEDIATELY**

Please note that proofs are not 100% colour accurate due to the differences and limitations of display screens, different methods of printing, different paper stocks, different colour profiles, etc. Whilst every effort is made to ensure an accurate colour match, some degree of colour variance is inherent in the process of printing.

WHAT NEXT:

Once you have carefully checked your artwork, we must receive a clear confirmation that you would like to proceed. The preferred way is to email us, stating it without a doubt, with the words “Go Ahead” or “I Sign Off this proof as correct”. By giving us the “Go Ahead”, you immediately Sign Off the order to go into production and automatically accept our Business Terms and Conditions. They apply to all customers. PLEASE READ THEM CAREFULLY. They are available on our website. We can also provide them in a different format upon request.

TOLERANCES:

Product quantities may have a +/- 10% tolerance, thickness is +/- 5% and size is +/- 5%.

We cannot accept any liability if your order is short or over these percentages. Any quantity over-make within the 10% tolerance might be invoiced to the customer and must be paid for. If you find that your order is short or over the allowed tolerances, we must be notified immediately.

Where you have specified that the goods be of a certain colour or size, such specification shall be subject to a reasonable commercial variation.

VERY IMPORTANT:

If a member of an organisation is commissioning a job/order with Rockwell Print & Sign Ltd on behalf of that organisation, we will hold the organisation responsible for any outstanding payment even in the case of that person no longer being involved with this organisation.

By placing any orders with us, we automatically assume that you have carefully read and accepted our Business Terms and Conditions, you are willing, able and allowed to place orders with us for yourself personally or on behalf of organisations you are representing, volunteering or working for.

Your “Go Ahead” and by extension any orders placed with us are commissioning us to do bespoke work and are a final, legal and binding agreement with Rockwell Print & Sign Ltd. A part or the whole of your order might be outsourced to a third party. It is a standard practice within the printing trade and that is to ensure (but not imply) the best possible quality and/or costs, and/or turnaround times.