

The Print Centre Alexandra Disclaimers

Printing

1. Any kind of photo manipulation and editing is charged as design, starting at 0.5hr minimum for minor edits and 1hr minimum for more thorough editing. The level of complexity is determined by staff.
2. File handling is charged when we need to make any necessary adjustments to files to make them print ready. Please check our doc on print ready files and prepare your files to be print ready.
3. Documents for scanning/copying will differ in quality depending on the quality of the originals. Everything is copied/scanned as is unless requested otherwise.
4. Lamination can go wrong and may result in laminations with creases/bubbles in it which is non-repairable. We do not recommend laminating anything non-replacable and/or sentimental. We are not responsible for lamination damage done to originals.
5. Jobs that require finishing work done (creasing, trimming etc.) need at least one day notice depending on the quantity of the job. Any finishing jobs that require same day printing will be considered rush jobs.
6. We will not work with copyrighted or trademarked property (including but not limited to designs, names, art) in any capacity unless you are the owner of the IP or have permission to use it. If we suspect copyright infringement we may cancel your job.

Clothing

1. All custom branding jobs will include a base set-up fee. Heatpress jobs will require a re-set when a new batch of logos need to be produced, this is a smaller fee and covers the cost of labour. We will notify you when a new batch needs to be produced before going ahead with subsequent jobs.
2. If you supply your own garments for branding we will do our very best to ensure the safety and careful handling of your garments. Please note despite our greatest efforts, branding can go wrong in unpredictable ways. We are not responsible for checking your garments are safe for the desired branding method and thus not responsible if they become damaged during branding. We strongly recommend purchasing garments through us.
3. Mock-ups are not to scale on any ratio and are all approximate in scale, position and colour. The final result may slightly differ from the proof. We use mock-ups as a way to provide a visual idea of the final product.
4. If your branding is coming off the garments or are not satisfactory then please return them to us within 90 days from the invoice date, we can then proceed to the next steps from there. After 90 days we cannot accept returned garments.

General Policies

1. Please respond to quotes before the expiration date. The job must be requoted after that date if it has not reached production.
2. If you do not have an account you must pay in either CASH or EFTPOS before receiving goods. You may be able to pay via online banking though this is not guaranteed for non-account holders, please contact us if you plan to pay via online banking. We accept both debit and credit cards for in-store payments.
3. If you have an overdue balance of 7 days or more, you must pay before we can start production on any new jobs. Please advise us of late payments to avoid this.
4. If you are unsatisfied with your goods then please return them to us immediately so we can proceed to the next steps.

5. If goods are not collected then we will start to contact you after 1 week. If you are unable to be contacted and do not contact us within 3 months then the goods will be considered abandoned and we will throw them away. Abandoned goods are non-refundable and you will still be required to pay for them.
 6. Jobs cancelled during production (after approval) will incur a fee to cover time and materials.
 7. Final approval is required before any jobs are carried out to production. Once a job is approved, we are not responsible for any faults, mistakes, etc. discovered on any proofs. It is the client's responsibility to ensure the final proof correctly matches the desired result.
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Thank you for reading our disclaimers. If you have any questions or concerns then please email us at info@printcentre.co.nz and a staff member will be in contact to help. You can also fill out our [contact page on our website](#).

These disclaimers are applied with every job. They may be subject to change without notice so please regularly check them to keep updated.

The Print Centre
14 Ennis Street, Alexandra

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