

Terms and Conditions

Please carefully read the terms and conditions below. Submitting orders through our website signifies that you agree to abide by these terms and conditions. These terms and conditions may be periodically updated without notice.

File Requirements

The customer is responsible for all files submitted. We will not be held liable for errors such as misspelling, grammar, incorrectly sized files, incorrectly placed cut marks, or missing bleeds. We require high-resolution PDF files (at least 300 dpi) with bleeds and crop marks applied. We will not be responsible for fuzziness, pixilation, or distortion due to customer artwork. Replacement files may be provided until printing has taken place. The customer will be responsible for additional labor. Files may not contain anything trademarked, service marked, or copyrighted unless these marks or copyrights are owned by or licensed to the customer.

Color Matching

We will not be held responsible for matching color to that which appears on a computer monitor or to any sample the customer has unless that sample is submitted. The customer is welcome to submit a sample of color to which we will match as close as possible. An exact match is not guaranteed. Since most online orders will be printed digitally, pantone colors often do not print out as they appear in a pantone color chart. For this reason, we recommend that all files be designed and uploaded in CMYK.

This does not apply to non-digitally printed orders. Such orders must be submitted with correct pantone colors and separations.

Return Policy

Returns are not accepted on printed materials since each item is printed custom. All sales are final. However, should there be an error on our part as verified by us, we will gladly accept the return and issue a full refund or reprint at no charge.

Order Cancellation / Refund Policy

The customer can cancel an order any time up until it is printed. Once the order is printed, the customer is responsible for paying for the order. Should the customer cancel prior to printing, he or she is still responsible for paying for the labor already done in design, proofing, or administration. In such cases only a partial refund will be issued.

Delivery / Shipping Policy

All orders will be shipped UPS Ground unless otherwise specified. Other options include UPS Next Day Air, Next Day Air Saver, and 2nd Day Air. The time in transit depends on the location of the customer. The customer is responsible for shipping charges. Also note that any turn around time given goes into effect after final proof approval and does not include shipping time.

Pricing and Sales Tax

Pricing on all items is subject to change. Orders shipped to South Carolina residents are subject to sales tax. If the customer is exempt from South Carolina retail sales tax, a copy of the exemption or resale certificate must be provided.