



TERMS & CONDITIONS

Please read these Terms and Conditions before placing your order.

1. Payment.

1.1 A 30% deposit is required for all orders unless the quote or invoice terms state differently.

1.2 Full payment for promotional items and printed artwork is required on or before collection or delivery.

1.3 Any variation to the scope of work as quoted will be the subject of further charges.

1.4 All goods remain the property of Saffo Design and ownership of the goods does not pass on until the account is paid in full.

1.5 Methods of Payment

Cheque:

Please make cheques payable to Saffo Design and post to:
Suite 404, Level 4, 70 Castlereagh Street Sydney NSW 2000

Internet Banking:

Bank West
Account Name: Saffo Design
BSB: 302 100
Account Number: 0963107

2. Artwork.

2.1 The Customer must approve all artwork prior to production.

2.2 When approving artwork the customer is fully responsible for accepting all content. This includes design, spelling, grammar and numbers. It is your responsibility to request another copy if your proof is difficult to read. We will print exactly what is accepted in the final proof. No reprints at our expense will be printed.

2.3 The customer must pay for any requested changes to artwork at the rate of \$55 per hour, or as agreed between the client and Saffo Design.

2.4 In circumstances where the customer provides artwork prepared by a third party, Saffo Design shall not be responsible to check the material for accuracy before printing or production and all material produced from that artwork shall be at the risk of the customer.

3. Colour Variation.

3.1 With all printing there may be some colour variations from what you have seen on screen, to what the final product looks like, and previous orders. This is due to the nature of CMYK printing and bulk-run printing system. There will be no reprints at our expense.

3.2 Please provide a colour swatch or quote Pantone colours. All due care will be taken to ensure print colours used match reference numbers as closely as possible. However due to the colour and nature of various materials, it is often impossible to obtain a 100% match.

4. Returned or cancellation of orders.

4.1 Notification must be received in writing for any goods to be returned within 2 days of receiving the goods.

4.2 Goods need to be returned within 7 days. Returned goods will not be accepted unless prior authorisation is obtained from Saffo Design.

4.3 A 2% variation is applicable to all decorated items.

4.4 Credit claims for shortages will not be accepted if the goods are going to a third person or company.

4.5 A decorated order that is changed or cancelled must be paid for up to the point of change or cancellation by the customer. This includes all artwork and set up charges.

5. Delivery

5.1 Saffo Design will not be held liable for printing products that are lost, damaged or delayed when delivered by post or courier.

6. Promotional Use

6.1 Saffo Design may reproduce any design, artwork or layout in promotional materials such as brochures, mailers, and on this web site. If you do NOT want your project(s) to appear in the studio's promotional materials please send a written request to the studio.