TERMS AND CONDITIONS

PLEASE READ BELOW

CLASSIC COLOUR PRINT CO.
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THANK YOU FOR WORKING WITH CLASSIC COLOUR PRINT CO.
BY THE PAYMENT OF YOUR DEPOSIT OR WRITTEN/VERBAL APPROVAL YOU CONFIRM YOUR ACCEPTANCE OF THE FOLLOWING TERMS AND CONDITIONS.
OUR T&C'S ARE DESIGNED TO ENSURE A SMOOTH AND CLEAR PROCESS FROM START TO FINISH.

MOCK UP/ARTWORK/GARMENT APPROVAL

BY APPROVING THE MOCK-UP/QUOTE/INVOICE, YOU ACKNOWLEDGE RESPONSIBILITY FOR ALL ASPECTS OF THE DESIGN. THIS INCLUDES SPELLING, SIZING, COLOURS, AND GARMENT SELECTION.

OUR GOAL IS TO ENSURE YOU'RE COMPLETELY HAPPY WITH THE FINAL RESULT. THAT'S WHY IT'S CRUCIAL YOU CAREFULLY REVIEW ALL DETAILS AT THE MOCK UP APPROVAL STAGE AND FLAG ANY ERRORS THAT MAY HAVE SLIPPED THROUGH DURING THE EXCHANGE OF COMMUNICATION AND FILES. ONCE APPROVAL IS GIVEN, ANY CHANGES REQUESTED WILL BE TREATED AS NEW WORK AND MAY INCUR ADDITIONAL COSTS.

NOTE: TWO (2) BASIC ARTWORK CHANGES ARE INCLUDED IN YOUR QUOTE. ADDITIONAL REVISIONS MAY ATTRACT EXTRA FEES.

WHILE WE STRIVE TO DELIVER THE BEST PRINTS AND PRODUCTS, WE ARE NOT RESPONSIBLE FOR ISSUES CAUSED BY HOW GARMENTS ARE USED, CARED FOR, OR STORED. OUR GOAL IS TO PROVIDE GREAT RESULTS, AND WE'LL WORK WITH YOU TO ADDRESS ANY ISSUES WITHIN THE SCOPE OF THESE TERMS.

COLOUR MATCHING DISCLAIMER

PANTONE COLOUR MATCHING WILL BE DONE TO THE BEST OF OUR ABILITY, BUT SLIGHT VARIATION MAY OCCUR DUE TO SUBSTRATE, INK SYSTEM, OR FABRIC TYPE. THIS IS COMMON IN THE INDUSTRY.

DESIGN OWNERSHIP

ANY ARTWORK CREATED OR MODIFIED BY CLASSIC COLOUR PRINT CO., INCLUDING DIGITISATION, CLEAN-UP, OR VECTORISATION, REMAINS THE PROPERTY OF CLASSIC COLOUR PRINT CO. UNLESS PURCHASED SEPARATELY.
IF A CLIENT REQUIRES A VECTORISED VERSION OF THEIR ARTWORK FOR EXTERNAL USE, AN ADDITIONAL FEE WILL APPLY. THIS FEE COVERS THE TIME AND RESOURCES REQUIRED TO PREPARE THE FILE IN A PROFESSIONAL, SCALABLE FORMAT.
FINAL ARTWORK FILES ARE NOT SUPPLIED UNLESS SPECIFICALLY AGREED UPON AND PAID FOR.

INTELLECTUAL PROPERTY

IT IS THE CLIENT'S RESPONSIBILITY TO ENSURE THEY HAVE LEGAL RIGHTS TO REPRODUCE ANY DESIGNS, LOGOS, OR ARTWORK SUBMITTED. WE ASSUME NO LIABILITY FOR COPYRIGHT/TRADEMARK INFRINGEMENT CLAIMS.

PRODUCTION TIMELINE & COMMUNICATION

WE'RE COMMITTED TO MEETING YOUR TIMELINE HOWEVER OUR STANDARD TURNAROUND TIME IS 3–4 WEEKS FROM ARTWORK APPROVAL, UNLESS OTHERWISE AGREED IN WRITING. TO HELP US STAY ON SCHEDULE PLEASE RESPOND TO APPROVALS AND REQUESTS PROMPTLY. IF YOU EXPERIENCE ISSUES OPENING ATTACHMENTS NOTIFY US IMMEDIATELY AS DELAYS IN COMMUNICATION MAY AFFECT DELIVERY TIMELINES.

PAYMENTS, DEPOSITS & COLLECTIONS

A 50% NON-REFUNDABLE DEPOSIT IS REQUIRED BEFORE PRE-PRODUCTION BEGINS. SETTLEMENT OF ACCOUNT IS REQUIRED UPON COMPLETION AND BEFORE COLLECTION OR FREIGHT DISPATCH.
ORDERS NOT PAID OR COLLECTED WITHIN 7 DAYS OF COMPLETION MAY INCUR WEEKLY HOLDING COVER.
AFTER AN EXTENDED PERIOD WITHOUT PAYMENT OR COMMUNICATION, WE RESERVE THE RIGHT TO FORWARD THE ACCOUNT TO COLLECTIONS AGENCIES.
UNCLAIMED GARMENTS MAY BE DONATED OR USED FOR TEST PRINTS.
FREIGHT WILL NOT BE DISPATCHED UNTIL BOTH THE JOB AND FREIGHT INVOICES ARE PAID IN FULL, UNLESS DISCUSSED PRIVATELY.
CLASSIC COLOUR PRINT CO IS NOT LIABLE FOR LOSS, THEFT, OR DAMAGE ONCE GARMENTS HAVE LEFT OUR PREMISES.

SUPPLIED GARMENTS (BYO) DISCLAIMER

WE STRONGLY RECOMMEND PRINTING ON GARMENTS WE SUPPLY, AS WE HAVE CONFIDENCE IN THEIR CONSISTENCY AND COMPATIBILITY. IF YOU CHOOSE TO SUPPLY YOUR OWN (BYO) GARMENTS, PLEASE NOTE:
THERE IS AN ADDITIONAL CHARGE, WE DO NOT GUARANTEE PRINT RESULTS OR GARMENT LONGEVITY.
WE ARE NOT LIABLE FOR ISSUES SUCH AS: SHRINKAGE, POOR ADHESION, DOUBLE PRINTING, FABRIC DAMAGE, DIE MIGRATION ETC.
PLEASE SUPPLY EXTRAS IN EACH SIZE/STYLE TO ALLOW FOR TEST PRINTS OR PRODUCTION ERRORS.
WE DO NOT OFFER REFUNDS OR REPLACEMENTS ON BYO GARMENTS.
FOR ANY REQUIRED REPRINTS, WE RECOMMEND USING GARMENTS FROM OUR APPROVED SUPPLIERS.

ERRORS & REFUNDS

IF WE MAKE AN ERROR THAT DEVIATES FROM YOUR CONFIRMED APPROVAL, WE WILL OFFER ONE OF THE FOLLOWING:
CREDIT TOWARDS YOUR NEXT ORDER
DISCOUNTED RATE TO KEEP THE GARMENTS
REPRINT AT FULL COST INCLUSIVE OF PRE-PRODUCTION AND BELOW MINIMUM CHARGES WITH MIS PRINTED GAREMTNS RETURNED.
WE DO NOT OFFER REFUNDS FOR CHANGE OF MIND. ALL DEPOSITS ARE NON-REFUNDABLE.

ACKNOWLEDGMENT

BY CONFIRMING YOUR ORDER, YOU ACKNOWLEDGE AND AGREE TO ALL THE ABOVE TERMS. THIS INCLUDES PAYMENT REQUIREMENTS, PRODUCTION RESPONSIBILITIES, BYO RISKS, AND DESIGN APPROVAL OBLIGATIONS.

WE LOOK FORWARD TO WORKING WITH YOU ON YOUR PROJECT!