

- 1.Quotation/Tender:** A quotation not accepted within sixty (30) days is subject to review. All prices are based on material costs at the time of quotation. Any price increases from our suppliers will be duly passed on and written advice will be given prior to increase taking effect.
- 2.Orders:** Orders regularly placed, must have an official company purchase order, cannot be cancelled except upon terms that will compensate engraving or printer against loss incurred in reliance of that order.
- 3.Minimum Charge:** Inscribe Australia will not proceed or manufacture any orders less than \$35.00 without written agreement. All orders under \$35.00 will be charged out at \$35.00 +GST + Freight (freight is not included unless it's in you official quote)
- 4.Experimental Work / Prototypes:** Experimental or prototypes work performed at the customer's request will be charged for at current rates and may not be used until the Inscribe Australia has been reimbursed in full for the amount of the charges billed, in some cases we may refund prototypes based on a placement of an official volume order.
- 5.Creative Work:** Creative work, such as sketches, copy, dummies, and all preparatory work developed and furnished by Inscribe Australia, shall remain his exclusive property and no use of same shall be made, nor any ideas obtained there from be used, except upon compensation to be determined by the printer, and not expressly identified and included in the selling price.
- 6.Condition of Copy:** Upon receipt of original copy or manuscript, should it be evident that the condition of the copy differs from that which had been originally described and consequently quoted, the original quotation shall be rendered void and a new quotation issued.
- 7.Preparatory Materials:** Working mechanical art, type, negatives, positives, flats, plates, prototypes, samples and other items when supplied by the printer, shall remain exclusive property until otherwise agreed in writing. Or payment has been made for the goods.
- 8.Alterations:** Alterations represent work performed in addition to the original specifications. Such additional work shall be charged at current rates and be supported with documentation upon request.
- 9.Samples & Proofs:** Samples & proofs shall be submitted with original copy. Corrections are to be made on "master set" returned "Signed" or "O.K." or "O.K. with corrections," and signed by customer. If revised proofs are desired, request must be made when proofs are returned. Inscribe Australia cannot be held responsible for errors under any or all of the following conditions: if the work is engraved or printed per customer's O.K.; if changes are communicated verbally; if customer has not ordered proofs; if the customer has failed to return proofs with indication of changes; or if the customer has instructed Inscribe Australia to proceed without submission of proofs.
- 10.Artwork Proofs:** Unless specifically provided in Inscribe Australia's quotation, artwork proofs will be charged for at current rates. An inspection sheet of any form can be submitted for customer approval, at no charge. Lost company time due to customer delay, or customer changes and corrections, will be charged at current rates.
- 11.Colour Proofing:** Because of differences in equipment, processing, proofing substrates, paper, inks, pigments and other conditions between colour proofing and production printing operations, a reasonable variation in colour between colour proofs and the completed job shall constitute acceptable delivery.
- 12.Over Runs and Under Runs:** Over runs and under runs not to exceed 2% on quantities ordered, or the percentage agreed upon, shall constitute acceptable delivery. Inscribe Australia will only bill for actual quantity ordered and not delivered within this tolerance. If customer requires guaranteed exact quantities, the percentage tolerance must be doubled.
- 13.Customer's Property:** Inscribe Australia will maintain fire, extended coverage, vandalism, malicious mischief, and sprinkler leakage insurance on all property belonging to the customer, while such property is in Inscribe Australia's possession; Inscribe Australia liability for such property shall not exceed the amount recoverable from such insurance. Customer's property of extraordinary value shall be insured through mutual agreement.
- 14.Delivery:** Unless otherwise specified, the price quoted is for single shipment. Proposals are based on continuous and uninterrupted delivery of complete order, unless specifications distinctly state otherwise. Charges related to delivery from customer to Inscribe Australia, or from customer's supplier to Inscribe Australia, are not included in any quotations unless specified. Special priority pickup or delivery service will be provided at current rates or in some cases free of charge upon customer's request. Materials delivered from customer or his suppliers are verified with delivery ticket as to cartons, packages or items shown only. The accuracy of quantities indicated on such tickets cannot be verified and Inscribe Australia cannot accept liability for shortage based on supplier's tickets. Title for finished work shall pass to the customer upon delivery to carrier at shipping point or upon mailing of invoices for finished work, whichever occurs first.
- 15.Production Schedules:** Production schedules will be established and adhered to by customer and Inscribe Australia, provided that neither shall incur any liability or penalty for delays due to state of war, riot, civil disorder, fire, labour trouble, strikes, accidents, energy failure, equipment breakdown, delays of suppliers or carriers, action of Government or civil authority and acts of God or other causes beyond the control of customer or printer. Where production schedules are not adhered to by the customer, final delivery date(s) will be subject to renegotiation. Our standard turn around on most work is three to five workdays.
- 16.Customer Materials:** Material stock, Items and other customer materials shall be manufactured, packed, and delivered to Inscribe Australia's specifications. Additional cost due to delays or impaired production caused by specification deficiencies shall be charged to customers.
- 17.Claims:** Claims for defects, damages or shortages must be made by the customer in writing or emailed within a period of fifteen (15) days after delivery of all or any part of the order. Failure to make such claim within the stated period shall constitute irrevocable acceptance and an admission that they fully comply with terms, conditions, and specifications.
- 18.Liability:** Inscribe Australia's liability shall be limited to stated selling price of any defective goods, and shall in no event include special or consequential damages, including profits (or profits lost). As security for payment of any sum due or to become due under terms of any agreement, Inscribe Australia shall have the right, if necessary, to retain possession of and shall have a lien on all customer property in Inscribe Australia's possession including work in process and finished work. The extension of credit or the acceptance of notes, trade acceptance or guarantee of payment shall not affect such security interest and lien.
- 19.Indemnification:** The customer shall indemnify and hold harmless Inscribe Australia from any and all loss, cost, expense, and damages (including court costs and reasonable attorney fees) on account of any and all manner of claims, demands, actions, and proceedings that may be instituted against the Inscribe Australia on grounds alleging that the said printing & engraving violates any copyrights or any proprietary right of any person, or that it contains any matter that is libellous or obscene or scandalous, or invades any person's right to privacy or other personal rights, except to the extent that the printer contributed to the matter. The customer agrees, at the customer's own expense, to promptly defend and continue the defence of any such claim, demand, action or proceeding that may be brought against Inscribe Australia, provided that Inscribe Australia shall promptly notify the customer with respect thereto, and provided further that the printer shall give to the customer such reasonable time as the exigencies of the situation may permit in which to undertake and continue to defence thereof.
- 20.Payment Schedules:** Due 30 days following date of invoice. Past-due invoices over 90 days maybe subject to a service charge of 1 1/2% per month on the outstanding balance. The late charge is not intended as an alternative to payment when due.