



Please refer to our various web properties for current prices: [www.GFXINC.com](http://www.GFXINC.com), [iNeedBusinessCards.com](http://iNeedBusinessCards.com), etc.

For Estimates/Quotes, please fill out an online form located at our web site -- we do not provide quotes over the phone.

## Terms and Conditions that form part of our web properties.

**NOTE: GFX now provides various printing services and each service may have their own policies in place. This information relates to our offset printing services.**

### 1. Estimates/Quotations

Estimates by GFX for printing only are valid for 30 (thirty) days (shipping, postage and other third party prices are not included). GFX reserves the right to refuse orders beyond this time period, or if the estimate failed to cover all expenses not originally expressed in the estimate supplied.

The prices on [www.GFXINC.com](http://www.GFXINC.com) and [iNeedBusinessCards.com](http://iNeedBusinessCards.com) are typically up-to-date.

### 2. Materials (slides, etc.)

Effective January 1, 2009, we no longer accept photographs or other non-digital material (photographs, negatives, etc.).

We archive digital files for at least one (1) year from your last order: for example, if your first order was five (5) years ago and you place an order for four (4) consecutive years reprinting the same files, we likely have your digital files archived. Computer failures and other disasters may affect this policy which is why we recommend you maintain possession of your own files.

### 3. Artwork Reproduction

All offset card products are gang printed on offset presses. This means that there are numerous images on the same sheet. We attempt to match artwork as closely as possible, but due to the limitations of gang printing, we do not guarantee a colour match. There will be times when colours shift between 5% - 15%.

When sending digital files electronically, you are responsible for following our guidelines at [gfxinc.com/specs.html](http://gfxinc.com/specs.html). We preview all incoming files and attempt to find potential problems, but assume no responsibility should your job be printed incorrectly. We presume that the files you send are the files you want printed.

### 4. Proofs

We provide one (1) set of low resolution digital proofs as a courtesy. We also ask that you supply low resolution JPEGs (not PDFs) of your own

artwork, which act as proofs to GFX. If there is any major variation between the low resolution proofs and the print-ready files, we will notify you prior to printing of what changes need to be made. We will not print your files or charge you until we have contacted you.

All corrections must be supplied in writing by e-mail to your GFX customer service representative. Further revisions beyond the first proof and one revision to the layout is an additional charge.

### 5. Electronic Submissions

When sending your files in print-ready format either through our FTP server or by Web Upload, there is no additional charge to send the first set of files. If you need to send another set of files, or if corrections need to be made, there is no additional charge for the second set of files. After these two electronic submissions, there is an additional charge of \$25 Canadian for each set of incorrect files sent. GFX is not responsible for proofreading or spell checking your submitted files unless you have ordered proofreading services for an additional fee.

GFX may notify the customer in writing when there will be additional fees beyond the initial order form submitted.

All files sent electronically need to be compressed. If they are not compressed, printing is at your own risk. See our specifications on our web site for further details.

### 6. Cancellation Policy

If we receive your cancellation request in writing by Monday before 2:59 p.m. Eastern Time of the same week you placed your order, we will honour your request and there is no charge at this stage of pre-production. Once your order is in production, it cannot be cancelled. If GFX is preparing your artwork, a charge will be assessed based on the work completed at the rate of \$85.00 per hour (minimum charge).

### 7. Guarantee

If the files we print do not match the files you sent us, we will reprint it at no charge. Exceptions include RGB or Pantones to CMYK conversions, PDF files supplied as final artwork, or files with embedded profiles, or slight trimming imperfections. We do not guarantee an

exact colour match. If the files we print match the files you sent us that fall within the 5% - 15% colour shift due to gang printing, the cost of reprinting them is borne by you. Any claim for a reprint must be supplied in writing within ten (10) business days of receipt of order. **We do not provide refunds.**

Our turnaround time is not guaranteed unless in writing by a GFX representative.

In no case is GFX liable for loss of business or implied damages.

### 8. Ownership

You certify that you own the rights to use the image(s) being reproduced by GFX. All materials and artwork created directly by GFX, including scans, typesetting, layouts, etc. are the property of GFX. We reserve the right to send samples of your printing unless otherwise notified in writing. We will not use your images in any national or international advertising without your prior written consent.

### 9. Shipping

We use Ground Shipping for all orders unless notified at time the order is placed that Expedited is preferred (Expedited is not available for the Toronto area). Delivery times are estimated based on the information provided to GFX by the carrier and in no way is GFX responsible for delays in arrival time. GFX will provide you with a tracking number upon request and it is your responsibility to track your package and notify us of any potential problems caused by the carrier. Importing fees charged directly by the carrier may apply (USA, specifically). There are no customs' fees or taxes for American customers.

### 10. Payment

All orders are prepaid. A paper invoice accompanies all orders, not before. You are billed in Canadian dollars and the exchange rate is established by your financial institution, not GFX.

### 11. Prices

For current pricing information, refer to our web site. Prices are subject to change without notice.

**For questions, comments or concerns, feel free to contact us at (905) 828-7399. We are located in Mississauga, Ontario, Canada, within the Toronto area.**