



# WEPRINTITUK

## Terms and Conditions

### A. General terms and conditions

#### Article 1 General

- (1) WePrintItUK.co.uk 46 Staplehurst Close, Southampton, Hampshire SO19 9QS, (hereinafter referred to as "WePrintItUK") specialise in producing printed literature and material such as flyers, business cards, posters, brochures, letterheads, folded leaflets etc. WePrintItUK also offer certain other products for sale not on this website such as web design and social media graphics.
- (2) These general terms and conditions shall apply to all contracts for the production of printed material concluded via WePrintItUK's website and to all other contracts relating to the supply of our products from outside of the website.
- (3) These general terms and conditions shall apply to transactions with sole traders, partnerships or any other business entity or public body. Any terms and conditions (of order or purchase) of the customer or of any third party on behalf of the customer (whether incorporated into any purchase order or confirmation or otherwise) shall not apply, even if WePrintItUK has not rejected them. Even if WePrintItUK refers to a document containing or referring to terms and conditions of the customer or third party, this shall not constitute consent to the incorporation of those terms and conditions into any contract with WePrintItUK.
- (4) Please read these terms and conditions carefully before placing an order. By placing an order with WePrintItUK for any product you are bound by these terms and conditions. You will be asked to confirm you have read the Terms and Conditions before the final order is placed.

#### Article 2 Definitions

For the purposes of these general terms and conditions, the following terms shall have the meanings that are set out below.

1. "Customers": Person who uses the service of WePrintItUK via [www.weprintituk.co.uk](http://www.weprintituk.co.uk)
2. "Service": Performance of all kinds, including graphic design and the supply of printed materials.
3. WePrintItUK.co.uk: The site on which WePrintItUK offers its services
4. "Registration: Initial registration and approval for use of [WePrintItUK.co.uk](http://www.weprintituk.co.uk)
5. "Password": A combination of figures and/or letters enabling the customer to log in for the services and products on [www.weprintituk.co.uk](http://www.weprintituk.co.uk) once registration is complete. The password is used in combination with an email address
6. "Account": The Customer's user account which is accessible after entering their email address and password
7. "Working Days": Monday to Friday and excludes bank holidays.
8. "Usual business hours": Monday to Friday 09.00 - 17.00
9. "Consumer": Any person concluding a transaction for a purpose outside his/her business
10. "Business Customer": Any natural or legal person or partnership concluding a legal transaction other than as a consumer
11. "Order Confirmation": An email sent out by WePrintItUK to the Customer to accept the relevant order

in accordance with Article 6(1)

13. "Printing data": The data or information supplied by the customer for ordered printed materials

14. "Customised Products": Products which are personalised in accordance with the customer's specification

### **Article 3 Registration and login**

(1) Receipt of services from WePrintItUK is conditional on registration on [www.weprintituk.co.uk](http://www.weprintituk.co.uk). registration involves entering the required data in an online form that is provided. registration is concluded by clicking on the "submit" button. The customer creates a permanent account by completing the registration fully.

(2) WePrintItUK shall be entitled to reject any registrations at its own discretion.

### **Article 4 Communication with the customer**

Communication with the customer is conducted mainly by email. The customer must therefore ensure that emails can be received. Customers must provide a valid email address when or before any order is placed and must inform WePrintItUK immediately of any change to their email address. WePrintItUK is not responsible for customers' failure to receive communications from WePrintItUK due to any change of settings to their email software or their mailbox that blocks the receipt of emails or results in emails not coming to their attention, for example, because they have been consigned to a spam folder.

### **Article 5 Credit Checks**

WePrintItUK shall be entitled to collect and pass information (including personal information) to credit reference agencies for the purpose of verifying the customers' creditworthiness and reporting any failure to pay sums due under the contract in accordance with the terms of the contract. Credit reference agencies may also keep a record of searches conducted against the customer.

### **Article 6 Conclusion of contract**

(1) To place an order, the customer first selects a particular product and quantity, completes the online forms that appear and adds products to their shopping basket. The customer selects "checkout" to commence to the ordering process. Customer checks the final overview to make sure everything is correct then completes the purchase order. The customer is bound once the order is placed. WePrintItUK will receive a purchase order, the customer will receive an email confirming receipt of purchase.

(2) The customer can abort the purchase at any time before pressing the final button to complete the transaction by closing the browser window.

### **Article 7 Cancellation Rights**

Article 7 only applies to non-printed products such as Graphic Design or Web Design services where a cancellation may be made with 14 days. The cancellation must be in writing and sent either as an email or a posted letter. Fax is not acceptable. This must detail why it is being cancelled. The customer will be billed for any work undertaken before the point of cancellation.

- Emails for cancellations should be sent to [glen@weprintituk.co.uk](mailto:glen@weprintituk.co.uk)
- Letters posted to 46 Staplehurst Close, Southampton, Hampshire SO19 9QS

### **Consequences of cancellation**

We will refund the full amount if any graphic design or web design has yet to start. If a graphic design or web design job has begun then the customer will be refunded minus the amount of work already done. Because printed literature is specific to each client then we can't offer refunds after the order is placed and on press.

### **Article 8 Services of WePrintItUK**

(1) The description of the services due from WePrintItUK to the Customer is set out in the Order Confirmation and from any agreed amendments or supplements to the contract. Subject to any provision to the contrary in a particular case:

- a) any items ordered for offset printing shall be produced according to the standardisation for offset printing with the process colours CMYK.
- b) Minor colour variations may occur from order to order on jobs printed in CMYK process.

- c) From time to time WePrintItUK switches its own suppliers. Resulting minor variations of the products shall not be regarded as defects.
- (2) WePrintItUK are not obliged to any changes to an order by a customer after the order has been completed. Changes must be mentioned asap and if they can be done in time then WePrintItUK will make them (extra costs may be incurred depending how far along the order process is when it needs to be changed). If it is too late then the customer is bound by the original agreed order.
- (3) WePrintItUK shall not be contractually bound to delivery times as these are only estimates, courier times may vary and are out of our control

### **Article 9 Printing Data**

- (1) WePrintItUK shall carry out all printing orders exclusively on the basis of printing data supplied. The printing data is to be provided in the correct formats. If data is incorrect then this will delay the start of production and in turn delay the delivery.
- (2) The customer undertakes not to send WePrintItUK any content that is pornographic, right-wing or left-wing extremist, racist, discriminatory, or content that is liable to corrupt minors, glorify violence, infringes third party rights or breach the laws of the United Kingdom. Breached of this obligation can result in termination of the contract without notice.
- (3) The customer shall carefully check the Printing Data before sending it to WePrintItUK to ensure it is suitable for the printing order to be carried out and that it meets the above requirements.

### **Article 10 Checking of the printing data**

- (1) WePrintItUK shall be obligated to check the printing data only to the extent that it is CMYK process and not RGB or Pantones (unless a bespoke order is made for a Pantone printed job). Incorrect files will be rejected and sent back to the customer to correct which will in turn delay the start of production and delivery of printed materials.
- (2) WePrintItUK can convert print data not sent in CMYK mode but such conversions will be at the customer's risk. Conversion of RGB and Pantone profiles can result in deviations in colour from the original file and again, liability for these deviations will lie solely with the customer. A charge for converting an incorrectly supplied file will be incurred upon sight of the supplied artwork.

### **Article 11 Correct formats**

- (1) Formats acceptable are press resolution PDF files and 300dpi jpgs. Files must be in CMYK process. Incorrect formats can be corrected (see article 10). 3mm bleed must be added for files where colour of images go to the very edge of the printed material (check "what is bleed?" page on website). Crop marks must be added to final file. WePrintItUK can add crop marks if customer is unable to (A charge for adding crop marks will be incurred upon sight of the supplied artwork)
- (2) Any jobs sent to print in an incorrect format eg. RGB or 72dpi (screen resolution not print resolution) then WePrintItUK are not responsible for the final outcome. Correct format is the customer's responsibility
- (3) Incorrect spellings or incorrect data in any file whether supplied by the customer or designed by WePrintItUK is the responsibility of the customer. Files designed by WePrintItUK will be sent as proofs to the customer to approve before it goes to print. No job will be sent to print without approval by the customer. Even if information is supplied correctly by client but input incorrectly by WePrintItUK, WePrintItUK is not responsible for any errors if not picked up by the customer at proofing stage.

### **Article 12 Proofs**

- (1) WePrintItUK do not generally provide hard copy paper proofs. Paper proofs can be provided at an extra cost and will delay the start of production and in turn the delivery date.

### **Article 13 Prices**

- (1) The prices of the services WePrintItUK is due to provide will be as quoted on [www.weprintituk.co.uk](http://www.weprintituk.co.uk), except in case of obvious error, and will be confirmed in the order confirmation together with any agreed amendments
- (2) WePrintItUK reserves the right to alter its prices from time to time but these will not affect orders that WePrintItUK have already processed
- (3) All prices shown on [www.weprintituk.co.uk](http://www.weprintituk.co.uk) include packing and delivery to one UK mainland address

(4) Prices shown on [www.weprintituk.co.uk](http://www.weprintituk.co.uk) exclude VAT where VAT is applicable (some printed materiald such as flyers are exempt from VAT charges)

#### **Article 14 Invoicing and payment**

- (1) All payments are to be made in full at time of order through the website or by BACS when an invoice is sent out to the customer via email. Cheques are not normally accepted. If payment is made by cheque the the job will not proceed to production until the cheque has cleared and cleared funds show in our account.
- (2) WePrintItUK only send out electronic versions (pdf) of invoices by email and are not obligated to send out hard copies by post. Hard copies can be requested but will incur a charge.
- (3) Payment is not complete until effective funds are cleared and available to WePrintItUK
- (4) In the case of returned payments incurring any charges to WePrintItUK the the customer shall reimburse and charges applied by the banks.

#### **Article 15 Production schedule and default in delivery**

- (1) All delivery times are estimates only and not legally binding. If there is a delay in delivery then the customer will be informed by WePrintitUK by email
- (2) WePrintItUK will not be liable for delays due to force majeure and to events that materially impede or frustrate performance by WePrintItUK, these include breakdowns, transport delays, strikes for which WePrintItUK is not responsible
- (3) Artwork supplied and approved after 11.00 (GMT) means the production starts the following working day. It is the customers responsibility to provide artwork in the correct format as set out in article 11

#### **Article 16 Delivery**

- (1) All deliveries will be required to be signed for. The delivery will be made to the address stated. If no one is in then the delivery will either be taken to a neighbour or back to the depot and a card left for the customer to rearrange a new delivery date.
- (2) If the customer requests the delivery to be made to a neighbour then this is done at the customers own risk.

#### **Article 17 Samples**

WePrintItUK reserve the right to use any printed materials produced by WePrintItUK in its own marketing whether that is samples sent to potential new clients, photographs added to [www.weprintituk.co.uk](http://www.weprintituk.co.uk) or images used on social media such as Facebook, Twitter, Instagram, LinkedIn, Pinterest etc