Terms & Conditions

Connolly Printing, LLC **Terms & Conditions** The use of this site is governed by the terms & conditions and agreement of sale set forth below. Please read them carefully. Your use of this site indicates your acceptance of these terms and conditions. Connolly Printing, LLC reserves the right to make changes to this site and the terms & conditions and agreement of sale at any time without prior notice. By placing an order with Connolly Printing, LLC, the purchaser accepts and agrees to be bound and abide by the said terms & conditions and agreement of sale contained herein. The terms and conditions and agreement of sale set forth herein embody the entire agreement and understanding between Connolly Printing, LLC and the customer and supersedes all prior agreements and understandings whether verbal or written between Connolly Printing, LLC and any customer or prospect.

All orders must be
prepaid
by check, wire transfer or credit card. (a wire transfer fee of $10 will be charged) unless a customer account has been approved for terms.

Any balance due past 30 days is automatically charged a finance chart of 1.5% per month, which is an annual rate of 18%. The finance charge must be paid along with the past due balance before your account will again be considered current.

Pricing assumes a 4% discount for cash or checks. The 4% cash discount does not apply to credit cards and will be added back. Copy of quote or quote # must accompany your order. Addendums or changes in quantities will most often constitute a change in price. Quotes are valid for 30 days.

NSF Checks: A $35 service fee will be charged on all checks returned due to non-sufficient funds.

All Sales are Final: All orders placed through Connolly Printing, LLC are considered final and are non refundable. Due to the custom nature of this business, Connolly Printing, LLC will not accept any returned items, without written approval. All prices are F.O.B. factory and are subject to change without notice. Quotes given over the phone are subject to change after viewing artwork.

Cancellation Charges: There will be no cancellation charges if the order is cancelled before the artwork is started. There will be a $95 net charge if the order is cancelled after the artwork has been started and production has not begun. An order cannot be cancelled once it has been produced.

Trademark and Copyright: All logo designs submitted or approved by the customer must be in compliance with all trademark, copyright, patent and related laws & acts and are the responsibility of the customer. Connolly Printing, LLC will assume no responsibility of the customer. Connolly Printing, LLC will assume no liability in any trademark or copyright infringement disputes that might arise from the production of any product. Customer hereby agrees to indemnify, defend and hold Connolly Printing, LLC and its members, managers, employees, consultants, officers, attorney, successor and assigns (collectively, the “Indemnified Parties”) harmless from and against any and all claims, losses costs (including attorney fees) and damages incurred or suffered by the Indemnified Parties as a result of any

claim of trademark, copyright or other intellectual property right infringement arising in connection with the customer's logo, design or design characteristics.

Email Policy: Connolly Printing, LLC is not responsible for emails that bounce back. If you have not received a response from us within 2 business days, of either submitting a request for proof or an order from connollyprinting.com, then you may have us blocked or on your spam list. If you have not received a response, then you should contact us from an alternate email or call.

Telephone Orders: Large orders or orders requiring many changes must be mailed or e-mailed to reduce the possibility of errors. **Connolly Printing, LLC WILL NOT BE RESPONSIBLE FOR ERRORS ON ANY TELEPHONE ORDERS!**

Production Time: Production time begins when the order is paid in full and all artwork has been received by Connolly Printing, LLC as approved. Production time excludes shipping time. Please allow enough time to ship to your destination. We cannot guarantee delivery times and are not responsible for orders lost in transit. **Union label is available. Products made in the USA.**

Artwork:

Connolly Printing, LLC will offer 1 hour of free design services for orders over $1,000 (please call for details). (Subsequent alterations will be $50 per proof). Customers are entitled to a jpeg file for their
free design request and can purchase high res files upon request. All graphic arts fees are based upon an hourly rate of $95/hour.
Complete artwork must include fonts as well and preferably outlined
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A minimum $50 setup fee will apply on artwork that needs to be edited, created, scanned or requires a color change. Connolly Printing, LLC reserves the right to determine what is considered print ready artwork. All artwork created by Connolly Printing, LLC remains the property of Connolly Printing, LLC unless specifically purchased by the customer.

Artwork Format: Please follow templates as closely as possible, especially when background is full bleed. If the artwork needs to be created, scanned or requires a color change a **$95** / hour graphic design fee will apply. (Charges are calculated in actual time taken to prepare artwork with a minimum charge of $50). There is a
$50
minimum setup fee on ALL projects that are not
camera ready/print ready
(See Below for Definition).
Hard copy artwork should be clean of any smudges or wrinkles and larger than actual product size. Note: A scanned image will only look as good as the art provided. Small text and detail will look blurred. It is possible to have our designers re-create hard copy files at the rate of **$95** / hour. Please contact us to inquire about specific projects.

Camera Ready/Print Ready: In order for an art file to be considered **camera ready/print ready** , it must be placed into an appropriate template provided on our website. All fonts must be outlined and colors in CMYK mode. We should not have to do any editing.

Acceptable Art Files Artwork should be provided in any of the below listed file formats. All fonts must be converted to outlines or must be included (postscript). All files must be in CMYK, not RGB. Please indicate any PMS color codes.

- Adobe Illustrator (.ai files no later than version CS3)
- Adobe Photoshop (.psd files no later than version CS3)
- Encapsulated PostScript (.eps files saved as Binary)
- Portable Document Format (.pdf files)
- Tagged Image File Format (.tiff files)
- Compressed Photographic Images (.jpg files saved at **100% of product size and at least 300 dpi**)

If the files are Raster Images (such as a scanned image or picture), they need to be **at least 300 dpi** in CMYK mode (not RGB).

Please Stuff or Zip all files over 5MB.

All other file formats will be reviewed to determine the best course of artwork setup and an estimate prepared accordingly.

Halftones (screens):
Utilizing a percentage screen or halftone of a color is not recommended, but if required by the customer, the halftone may (or may not) be treated as a separate color and incur an upcharge. Connolly Printing cannot guarantee the even intensity and consistency of the tonal value. These halftones are printed at the customer's risk. Please consult with Connolly Printing before proceeding with your order.

Overruns / **Underruns:** While we try to make every effort to ship exact quantities ordered a **2%** overrun or underrun will be considered complete on most orders.

Packaging: Standard packaging included. Call or email for quote on special packaging. All special packaging requests/requirements must be confirmed in writing.

Shipping: All orders will be shipped UPS ground F.O.B. Woburn Ma., unless otherwise requested. On split shipments, there will be a $5 fee, per location. Please submit a shipment list with address & zip codes. Alternate delivery options available upon request. When using a UPS third party or recipient account, a $10.00 handling fee will automatically be applied to your order.

UPS shipping information & policies International orders must be prepaid with credit cards or wire transfers only. Connolly Printing, LLC will not accept business or personal checks for international orders.

Product Use: We reserve the right to use all products in advertising, displays and as samples unless otherwise clearly specified in writing at the time an order is placed.