

TERMS & CONDITIONS

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permission, right and authority to place the order and you authorize Kovai Offset Printers to produce the Products on your behalf.

PRINTING ERROR RESOLUTION

Kovai Offset Printers does not check any submission for spelling, grammar, or any other errors. The design will be printed as it appears during the approval step. It is your responsibility to ensure that all materials submitted for printing are formatted correctly.

STANDARD FILE REVIEW

Before you approve file for printing, make sure that your design does not have errors prior to print that will result in a bad print product. We will review files for the following common errors (but ultimate responsibility to check such errors is yours):

Full bleed

Text and content out of zone

Spot UV alignment

We will not check for other errors, include but are not limited to the following:

Spelling Errors and typos

Colour out of gamut

LIMITED WARRANTY FOR PRODUCTS ORDERED

Kovai Offset Printers guarantees prints you order and pay for will be in accordance with CMYK industry standards for pleasing colour. We offer no guarantee of "match-print" colour fidelity and cannot prevent slight colour shift throughout an order. Kovai Offset Printers does not guarantee colour matching, since, the colors may vary in monitor preview. Kovai Offset Printers is not responsible for any colour shift that occurs in conversions from RGB to CMYK colour modes. We recommend all custom designs be designed in CMYK and uploaded in CMYK. You may also upload in RGB if you choose, but the colour will be converted to CMYK and may not be accurate.

Orders will not be defective due to printing errors, coating errors, cutting errors, or bindery errors if they were designed within Kovai Offset Printers Design & Layout specifications. You may not be able to print or write on the product after purchase. The products are often coated and can be difficult to print on. UV coated products cannot be printed on while matte covered products may require commercial printers. Satin matte finish allows for easier write ability compared to

our UV gloss finish. It is your responsibility to test using a sample and verify that your printer or pen will work before placing an order.

Kovai Offset Printers cannot be held responsible for un-usable QR codes and /or Microsoft Tags after print. Please test the code with the application before file submission. Immediately upon receipt you should inspect all Products to ensure there are no defects and that the order is complete

The foregoing warranty does not include defects due to customer errors, such as incorrect file submission in accordance with our specifications, duplicate orders, customer misunderstandings of turnaround time, slight colour variances within four colour (CMYK) industry standards for pleasing colour, disregard for cutting and folding tolerances within stated limits on the website, incorrect paper, cover stocks and coating options chosen for print, undeliverable packages/3rd delivery attempts or refusal or delivery and orders returned without an RMA. No compensation is offered for any of the above or below items.

Blank Card

Border

Incorrect card orientation

Crop Marks

Folding Out of Spec

Hard to Read

Inverted Stamp File

Mini Image

Missing Logo

No Text

Not Full Bleed

Colours out of the CMYK colour gamut. Please reference Section 3.

Text or important images out of the safe zone

Pixilation

Visible Template Lines

Files with rounded corners designed into image

PRODUCT LIST AND PRICES

Product List and Prices may change any time without prior intimation. Effort will be taken to inform all the customers. Kovai Offset Printers reserves the right to amend the Product List and Prices anytime.

Placing the Printing order is solely responsible for all the matter, text and images in the job given for printing. Kovai Offset Printers will not be responsible for it.

Kovai Offset Printers reserves the right to refuse any order without giving any reason.

PAPER

Standard papers will be used for all other paper media mentioned in our price list. All papers of different mills will be used as per their availability, hence, variation in brightness and thickness may occur.

Synthetic Sheet does not tear, it is not water-proof. Upon scratching ink on this sheet will come off.

QUANTITY

There could be wastage up to 3% of the ordered quantity. Customers may get 970 nos. instead of 1000 nos, and 485 nos. instead of 500 nos.

COLOUR REPRODUCTION CONCERNS

“Club Job Printing” refers to the specialization in supplying customers four-color printing with cost effective prices. Utilizing this method known as “Club Job Printing”, combines your short-run jobs with others having similar requirements. This allows the initial production costs to be spread out over several jobs, greatly reducing the make-ready charges for each customer. All work is carried out by skilled professionals on state-of-the-art equipment.

LIMITATIONS OF “ CLUB JOB PRINTING”

Because of limitations with the “Club Job Printing” process, as well as neighbouring image ink requirements, the accuracy of colour reproduction is not guaranteed. By placing and order with us you agree to this limitation. We accept no responsibility for colour variations between submitted files and the final print production. Under no circumstances will a reprint be honoured for colour variations that have occurred during the printing process.

We will show you an online proof of your job shortly after receiving it, but actual time will vary depending on our current workload. No job will be printed without your approval, so please reply as soon as possible. Please take note that an online proof is by no means an accurate colour reproduction of your final printed order, but is a final opportunity for you to check the layout, bleeds, crops and final text. If you determine that you need to submit new files after we

have shown you an online proof, you can do so by replying to the email we sent to you with your proofs. You will be instructed on how to re upload your files.

All edits should be finalized, and all design issues should be settled before printing. We will not take responsibility for any copy or design errors committed on your part. We are also not responsible for any wrong dates or misspelled words in files submitted by customer or jobs approved by customer upon design completion.

MAILING SERVICES

All prices are quoted based on the following general terms and conditions, unless specifically stated otherwise in the written quotation. Prices quoted are based on our understanding of the job specifications given at the time of the request for quotation and are subject to review when printing orders have been received. To avoid any misunderstanding, and to ensure that all customer work is processed in an orderly manner, all mailing services instructions should be in writing. Instructions not provided in writing may lead to problems for which we cannot be responsible.

SHIPPING

Kovai Offset Printers will arrange for dispatching with a reputed carrier. Kovai Offset Printers will not be responsible for the delay in delivery or loss, while the printing order is with the shipping carrier.

SUNDAY and other holidays are not considered as Working Days.

On the date of delivery, Parcels will be handed over to the Transporter / Courier after 7 pm from our Coimbatore Office. Due to some unavoidable circumstances and technical reasons rarely delivery time may change. In rare cases there may be delay / mistakes from the transporter in delivering the goods. Kovai Offset Printers will not be responsible for it. Contact Courier Company for parcel tracking.

DEFECTIVE PRODUCTS

Kovai Offset Printers must be contacted via e-mail at kovaioffsetprinters@gmail.com or by phone at 72000 89000 within 24 hours of receiving your order. Kovai Offset Printers require fanned out photos to show a sampling of the defective product from the front, middle, and end of the package(s) prior to taking any action. If the product is not deemed defective, and customer chooses to keep the product, Kovai Offset Printers can issue a 50% store credit for the product cost towards a future order. If the product is deemed defective, and of Kovai Offset Printers' error, we will reprint the order with the same delivery terms ordered.

Since each order is custom made to customer and has no re-sale value, all the Sales Orders are final. Full refunds are only authorized with a Return Merchandise Authorization (RMA) Label based on Manager Discretion. Kovai Offset Printers will issue an Order number so the defective product can be returned for a full refund, but Kovai Offset Printers is not responsible for added

pick-up or service fees. Orders that are returned without prior authorization will not be eligible for compensation. All defective merchandise, including any and all reprints of the defective set(s) must be returned. Kovai Offset Printers does not offer any compensation for customer errors.

POLICY FOR RETURN OF ORDER

Kovai Offset Printers makes its best possible effort to provide you an excellent online printing experience. If you are still left wanting on account of any issue, we are there to help you out in whichever way we can. Yet, we do not provide the alternative to return orders as the goods are customized according to your specific needs and designs, and are non-usable by anyone else.

However, if at all there is a Manufacturing defect, complete assistance would be given to you for correcting the same.

FORCE MAJEURE

Every Effort will be made to carry out the contract but its due performance is subject to cancellation by the Company. Kovai Offset Printers does not refund, cancel or credit if the Service failure or defect is caused, in whole or in part, by acts of God, weather conditions, environmental or dangerous goods incidents, perils of the air, public enemies, public authorities acting with actual or apparent authority, acts or omissions of customs officials, authority of law, quarantine, riots, strikes, work stoppages or slowdowns, or other labour disputes or disturbances, civil commotions or hazards incident to a state of war, local or national disruptions in ground or air transportation networks or systems due to events beyond our control, disruption or failure of communication and information systems, disruption or failure of utilities, or other circumstances beyond our control.

We endeavour to reach your order to you at the earliest. The alternative to cancel your order is feasible if it has not been processed by the time, the cancellation request has been made. In such a case, the amount may be refunded to the customer. In case the payment for the order is not made, Kovai Offset Printers will automatically cancel the order. An email notification is sent to you when we cancel the order.

The customer may return the Product that was purchased within 15 working days of delivery for a full refund on the condition that the fault was registered within 24 hours of receipt of job. Should the job contains manufacturing errors and/or defects and/or does not match the approved proof; Kovai Offset Printers. ie would re-run the job at no charge.

The Company maintains the right to judge what a manufacturing error and defect is.

The Customer must arrange the returning of the Product to the Company and therefore pay it costs. In order to receive replacement Customer must return not less than that 95% of the received product within 15 days (on their own expense) from the time when the ordered product delivery was taken.

MISCELLANEOUS TERMS

These Terms of Service are not assignable or transferable by you without the prior written consent of Kovai Offset Printers. These Terms of Service (including all of the policies and other Agreements described in this Terms of Service, which are incorporated herein by this reference) contain the entire understanding of the parties regarding its subject matter, and supersedes all prior and contemporaneous agreements and understandings between the parties regarding its subject matter. No failure or delay by a party in exercising any right, power or privilege will operate as a waiver thereof, nor will any single or partial exercise of any right, power or privilege preclude any other or further exercise thereof or the exercise of any other such right, power, or privilege. You and Kovai Offset Printers are independent contractors, and no agency, partnership, joint venture, or employee-employer relationship is intended or created by these Terms of Service.

ILLEGAL MATTER

The Company shall not be required to print any matter which in its opinion is or may be of illegal nature. The Company will not be required to give any reason for such rejection.

LAW

All disputes, what so ever, are subject to the exclusive jurisdiction of the competent courts / tribunals in Coimbatore City only.