



## **Imaging Policies**

### *Normal Turnaround Times, Billing Practices, Etc.*

#### *Output Turnaround*

In most instances, our standard turnaround time for large format printing is 2 - 3 business days. Factors which greatly impact the speed in which jobs are completed are the following:

**Materials Required for Job** - In most instances, we have ample stock of the most commonly used substrates, lamenant, and other finishing materials. In rare instances, the materials required for a particular job may be out of stock or on backorder. If the components you need are not in stock, we will notify you as soon as possible (usually at the time the job is dropped off) and discuss alternative options.

**File Preperation** - The better condition the file we receive is in, the more efficiently we can print from the file. Please review the "File Preperation for Poster Printing" document prior to submitting your order. Make sure all fonts and required components are included with the job as well as a completed imaging work order.

**Changes and Alterations** - As you can imagine, changes made to a job AFTER it has been submitted can extend the turn around time (and may add cost to the job).

#### *Additional Fees & Charges*

Additional fees may be assessed in the following instances:

**File Corrections** - In most instances, we are happy to make simple alterations and corrections to files at no charge. However, if there are major changes or alterations, or if the file is corrupt and requires labor intensive work, a \$ 60.00 per hour fee may be charged.

**Changes to Job** - If changes are made to a job AFTER the job has started being processed, there will be a waste charge. For example, you place an order for a 24" x 48" poster laminated and mounted on foamcore. You call to make a change to the posters content. If the job has already started, you would be liable for any waste. If we already printed the file, but not mounted or laminated the job, you would be charged for the wasted original print; if you make the change after laminating, you would be charged for the wasted print and laminent, and so forth.

**Rush Charges** - As a normal policy, we do not charge rush charges for jobs required faster than our normal turnaround time. However, if the tight deadline requires employees working beyond the normal working hours, a rush charge would be assessed. The amount for the rush charge will be determined at the time the job is submitted.

**Minimum Charges** - Due to set-up times and material waste, modest minimum orders are required for print and scan jobs as well as finishing options. Minimums include \$ 15.00 minimums for lamination services and scanning services; there is a \$ 20.00 minimum for tabloid color proofing; and a \$ 30.00 minimum for large format output. Minimums are often waved in certain circumstances. For example, if you had a poster printed that cost \$ 25.00, and you laminated it which cost another \$ 6.00, we would just charge you \$ 31.00, not the cost of both minimums combined.

**Shipping & Handling** - If the job is to be shipped from imagination center, and packaged for shipping, a nominal fee may be charged in addition to the normal UPS charge. Since poster output rarely fits in conventional boxes, we may charge a fee for creating special shipping containers and protecting the prints in bubble-wrap. We prefer to use the customers shipper and shipping and account, thus we do not have to charge the customer for the shipping itself.

### ***Billing & Payment Policies***

Unless an account has already been set for your organization, all payments are due when the job is picked-up by the customer. We accept cash, personal or business check, and Master Card, Discover, & Visa credit cards.

If your company has an account with us, all invoices are Net 30 terms, and are billed the day the job is completed.