

Terms & Conditions

The following Terms and Conditions of Service apply to all products and services provided by The Design Print Distribution Group and in the event of any dispute are governed by the laws of England.

All work is carried out by The Design Print Distribution Group on the understanding that the client has agreed to our terms and conditions which can be found anytime on the website.

Copyright is retained by The Design Print Distribution Group on all design work including words, pictures, ideas, visuals and illustrations unless specifically released in writing and after all costs have been settled.

Source Files

We will supply proofs and PDF files as appropriate for printing, or other graphic files as detailed in the job scope or request.

Charges for design work do not cover the release of our copyright design source files, including but not restricted to INDD, PSD, AI, PNG or other source files; if the Client requires these files for transfer to an in-house or other designer, they will be subject to a separate quotation or 'buy-out' charge.

Copyrights and Trademarks

By supplying text, images and other data to The Design Print Distribution Group for inclusion in the customer's website or other medium, the customer declares that it holds the appropriate copyright and/or trademark permissions. The ownership of such materials will remain with the customer, or rightful copyright or trademark owner.

Any artwork, images, or text supplied and/or designed by The Design Print Distribution Group on behalf of the customer, will remain the property of The Design Print Distribution Group and/or its suppliers unless otherwise agreed in writing. A licence for use of the copyright material is granted to the customer solely for the project defined in the scope or request and not for any other purpose.

The customer may request in writing from The Design Print Distribution Group, the necessary permission to use materials (for which The Design Print Distribution Group holds the copyright) in forms other than for which it was originally supplied, and The Design Print Distribution Group may, at its discretion, grant this and may charge for the additional usage. Such permission must be obtained in writing before any of the aforesaid artwork, images, text, or other data is used.

By supplying images, text, or any other data to The Design Print Distribution Group, the customer grants The Design Print Distribution Group permission to use this material freely in the pursuit of the design.

Rights of Refusal

The Design Print Distribution Group will not include in its designs, any text, images or other data which it deems to be immoral, offensive, obscene or illegal. All advertising material must conform to all standards laid down by all relevant advertising standards authorities. The Design Print Distribution Group also reserves the right to refuse to include submitted material without giving reason. In the situation where any images and/or data that The Design Print Distribution Group does include in all good faith, and subsequently discovers is in contravention to such Terms and Conditions, the customer is obliged to allow The Design Print Distribution Group to remove the contravention without hindrance, or penalty. The Design Print Distribution Group is to be held in no way responsible for any such data being included.

Disclaimer

The Design Print Distribution Group makes no warranties of any kind, express or implied, for any and all products and/or services that it supplies. The Design Print Distribution Group will not be held responsible for any and all damages resulting from products and/or services it supplies. The Design Print Distribution Group is not responsible for any loss, or consequential loss of data, or non-delivery of products or services, of whatever cause. While we take reasonable steps to investigate the materials we recommend, we accept no responsibility for the performance or quality of materials or any consequential loss arising from their failure. The customer agrees not to hold The Design Print Distribution Group responsible for any such loss or damage. Any claim against The Design Print Distribution Group shall be limited to the relevant fee(s) paid by the customer.

The Design Print Distribution Group reserves the right to use the services of sub-contractors, agents and suppliers and any work, content, services and usage is bound by their Terms and Conditions. The Design Print Distribution Group will not knowingly perform any actions to contravene these and the client also agrees to be so bound.

The Design Print Distribution Group and its clients agree to comply with Printers Terms and Conditions which include disclaimers for non-completion on time and the flexibility to supply quantities within 10% of the total ordered. The Design Print Distribution Group recommend that if an exact quantity is required, then 10% extra is added to the quantity and extra time made available should the job be delayed.

Print proof agreement

The Design Print Distribution Group will provide a print proof of your design. All design proofs are sent via email with a requested agreement reply to confirm that you agree to the design and contents of the document as depicted on the proof. By replying to this agreement, you absolve The Design Print Distribution Group for any errors, omissions or discrepancies which may be present on the proof. Once you have signed this agreement and proof, you are not able to make any changes to the final product, nor are you able to hold The Design Print Distribution Group responsible for anything you are unhappy with.

Making stages after proof stage (Print Only)

If a change is requested, we will do everything we can to make the correction before printing, but we cannot guarantee this. We accept no responsibility, under any circumstances, for any mistakes present on the completed work, as the signing-off of a proof absolves us of all liability (see "Proof Agreement" above).

Print Quality (Print Only)

Every effort will be made to obtain the best possible colour reproduction on customer's work but because of the nature of the processes involved and different computer screen colour settings, The Design Print Distribution Group cannot guarantee an exact match in colour or texture between any materials with which you supply us, and the printed article.