

# Customer Terms and Conditions



## Order Minimums

- The minimum order is \$35.

## Design Time

- The time required to create a design is based on several things; a) The client's deadlines b) Client's input including providing copy (text), photos, etc c) the difficulty of the project, a single sided bandit sign will take much less time than a 20 page brochure.
- Client is responsible for informing and confirming with n7 any important dates or events that designs or products are needed for.

## Production Time

- Standard production time for Banners, Coros, Basic Signage, etc.(most wide format printing) is 3-4 business days from proof approval.\*
  - Standard production time for brochures, business cards, postcards, etc. (digital or off-set printing) is 5-10 business days from proof approval.\*
  - Custom production of Sandblasted signs, site signs, etc is 10-20 business days.\*
  - Client is responsible for informing and confirming with n7 any important dates or events that designs or products are needed for.
- \*estimated production dates depend on availability of media, products from n7 vendors, etc, does not include time required to have permits approved.

## Vehicle Wraps

- Client must bring vehicle in to have pictures and measurements taken for design/production of the wrap.
- Once proof is approved, please allow 3-4 working days to produce the graphics.
- Once graphics are produced client must bring vehicle to n7 for installation.
- Depending on the size of the graphics, installation generally takes approximately 1 working day, however we ask clients to please make their vehicle available for 2 full working days in order to provide for any unforeseen events.

## Rush Production

- 2nd day production will include an additional 10% of the order.
- Next day production will include an additional 20% of the order.
- Same day production will include an additional 30% of the order \*min of \$50 for same day production.

## Deliveries

- Courtesy deliveries are offered only if n7 staff is available and time allows.

## Proofs Approval

- neutral7 will provide up to 3 design proofs to the client for their design at no cost. Any proof sent to client after three will be an additional charge to the client's final total of \$50.
- All proofs must be approved by clients via email. If clients are unable to approve via email, a hard copy proof may be approved and delivered to n7.
- Phone or verbal approvals are not accepted.
- By approving proofs, client accepts responsibility for the correctness of information included in the proof, including but not limited to; address, phone number; grammar, spelling, promotional information, dates, prices, etc.

## Native Finals

- n7 will not release native files for any work unless excluding identity design or if specified in advance for a special project. Although a client agrees to pay for the design service, the actual files are property of neutral7.

## Deposits

- A 50% deposit is required for all orders. Orders under \$100 will be paid in full. Clients may pay by credit card that can be kept on file for future convenience, or by cash, check or money order.