

Please Read - Important Information

ORDERING To place a printing order with us, we need (1.) the Order Form (or contact info/instructions), (2.) the camera-ready copy, and (3.) payment. We are flexible and happy to work with you. For example, if you want to e-mail the original and give us the payment over the phone, that's perfectly fine.

For mail in orders, we prefer you use one of our order forms. If you do not have an order form, you can download one on our website, or you can write your information and instructions on a piece of paper. Be sure to type or print clearly. It is important that you **include a phone number and/or e-mail address** for us to contact you if we have any questions about your order. For emailed orders, you can include all your info (except credit card) in the body of the email.

CAMERA-READY COPY: You may send your camera-ready originals either as hard-copy by mail, or digital copy by e-mail. All of our prices are based on you providing us with camera-ready copy which is ready to go to press. We reserve the right to make minor adjustments to copy to make it suitable for printing (resizing for correct margins, adjusting contrast, etc.) If you are mailing a hard copy, please do NOT fold the page. Folding will leave a line and break up the image when it is scanned in for plate-making. Also try to send the cleanest copy you can. We will do minor cleanup and adjustments to a scanned image, but if the original is a mess, there's only so much we can do with it to improve the quality of the finished product without re-typesetting the whole thing. If you are emailing your originals, please send them as a high quality .pdf file. **For full-color jobs, a digital file is required. If you only have a hard copy of your color item, it will have to be re-typeset.** We can usually duplicate the original fairly closely, or we can just redesign it. We do make arrangements with individuals and companies to keep their flyers, postcards, etc. on file for others to use. Usually there are minor changes that need to be made, such as changing an address or website and adding an ID#. This is not a problem and we do not charge extra to make these small changes.

PAYMENT: Full payment must accompany your order. Incorrect payment may delay the processing of your order. We accept Personal / Business Checks, Money Orders & Cashier's Checks (*By mail*) - Credit / Debit Card (*By mail or phone. Do not send your card number in an email*) and Cash. (*Cash for local orders only. We do not recommend sending cash though the mail.*) We can also accept PayPal payments, just contact us to make arrangements. We may hold personal checks for up to two weeks for clearance and checks are NOT accepted for payment of any mailing package. Please make checks/money orders payable to "**Ace Information Print & Copy**".

PRODUCTION TIME: Economy flat sheet printing (20 lb. white paper, black ink) is usually shipped within 2 or 3 days from the time that we receive your order. Envelopes, postcards, standard color papers, folded items, etc. are normally shipped within 3-5 days. Special paper stocks, special inks, full-color ink orders, booklets and stuffed envelope packages usually take about a week. Complete Mailing Packages generally go to the post office within 3-7 days. All time estimations are based on regular business days. Weekends and holidays are excluded. Unclear instructions, incorrect payment, lack of contact information, or other factors outside our control (such as severe weather) may influence turn-around time. There are also times when we are exceptionally busy and we may be running behind. We do our best to make sure all orders are completed within 10 days at the very most. **If you have special needs or a hard deadline, please contact us by phone before you place your order.**

SHIPPING & HANDLING: We have a Flat \$12.95 shipping charge for orders under \$100. Orders over \$100 are shipped for free. **FULL-COLOR ORDERS NOW QUALIFY FOR FREE SHIPPING REGARDLESS OF THE DOLLAR AMOUNT OF THE ORDER.** These prices are valid for residents of the continental US who provide a street address only. We ship our packages via FedEx Ground or sometimes UPS, therefore, **we must have a street address for delivery.** They do NOT deliver to P.O. Boxes. For delivery outside the continental US including Alaska, Hawaii, or any American territories, please call for shipping charges. We do not ship outside the US.

ORDER CHANGES / CANCELLATIONS: If there is EVER a reason you wish to make a change or cancel an order, please call us as soon as possible. Once production has begun on a job, you will be responsible for any additional charges to replace plates that have already been made or pay for portions that have been completed.

OUR GUARANTEE: Our guarantee is simple. If we make an error in the production of your order, the job be redone. We will always do everything we can to ensure your full satisfaction. Of course, we cannot be held responsible for any mistakes that you may have made.

Terms and prices are subject to change without notice.

Our current prices & terms will always be available at our website: www.ace-information-print-and-copy.com