



Terms & Conditions

(must be signed and returned to Big Fish DPI)

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Pricing: Pricing is based on files being "ready to print" according to industry standards. Font problems, sizing issues, resolution problems, major revisions, etc. will unavoidably delay your order. If upon preflighting, we have received files that are not "ready to print", you will be given the option of resending your corrected files or to incur additional charges for graphic art time to get your files ready for commercial printing. After the second preflighting, if these same errors are still present you agree to pay BF additional charges for time used to correct and repair your files or BF may have to refuse your print job. Shipping fees may not be included in your pricing. Check with your sales rep at the time of your order.

Turnaround Time & Shipping: Big Fish DPI cannot guarantee any specific turnaround time for any project due to the nature of gang runs, production schedules, equipment repairs, file issues, computer problems, etc. However, Big Fish DPI takes great care to ensure that you receive your product in a timely manner. Turnaround calculation begins after your proof has been approved. Next the project needs time to go thru the printing process and be shipped. We ship with a variety of carriers and the shipping process can take from 2 – 8 days (possibly more in some locations). We do offer expedited shipping at an additional charge (based on rates from the carrier.) We can also estimate your approximate ship date and provide you with a tracking number. If you have a tight deadline, in some cases, we can offer rush printing where your job is prioritized ahead of others on the press for an additional rush charge (which varies according to the job and the press used). Note: Big Fish is not responsible for delays caused by shipping companies.

Payment Terms: Unless you have terms with our Company, Big Fish DPI requires pre-payment by check, money order, Visa, MasterCard, or American Express. Big Fish DPI reserves the right to hold projects until checks clear or until credit card payments are processed. For credit card orders, we process payment prior to work being performed to include design and printing.

Responsibility for Proofing: Big Fish DPI makes all efforts to accurately display your information in your files. However, it is the Customers full responsibility for ensuring that your files are correct before they go to press. For this reason, we offer FREE B&W proofs by mail/fax or color proofs by email or ftp. Additional color proofs for color matching and color accuracy which can be as accurate as 95% can be purchased at an additional charge. Big Fish DPI is not responsible for errors contained on proofs which customers approve regardless if the errors were made by the customer or by Big Fish DPI graphic arts departments. Waiver: If you have waived/rejected the option of a color proof, be aware that you also waive your right to disputes, credits, or refunds due to color issues on items printed in CMYK/full color process. Spot/PMS colors used in jobs are printed using the actual pms colors which ensures accuracy. We cannot offer color proofs for spot/PMS jobs. We are not responsible for color shifts from PMS to CMYK values, however, we follow industry standards to ensure a correct conversion.

"As Is" Jobs: If you have been advised that your job will be printed under our "as is" policy then Big Fish DPI does not and cannot guarantee any aspect of "as is" jobs. Refunds, reprints, or discounts cannot be given for "as is" jobs.

Responsibility for Specifications: Big Fish DPI is not responsible for errors resulting from customer's failure to communicate specific instructions. It is the customer's responsibility to be familiar with industry terms and order the proper materials. (i.e. If you order a poster on "100 lb. text" and after you receive your order decide that you really wanted 100 lb. cover – that is not Big Fish DPI's error and we cannot rerun your job at our expense.) When and if errors are made on the part of Big Fish DPI which are determined to be beyond the scope of the above and we determine that we are liable, our liability is limited to redoing the job or refunding your money (less shipping & handling).

Limitations: Big Fish refuses the right to print material it deems as controversial, inappropriate, low resolution, or poor image quality. Files submitted should only be sent as copies. BF is not responsible for the return of any originals, including disc, drives, photos, or any other form of media. Every effort however is made to ensure we take care of your property. Never send any printer your originals and keep copies of all of your files.

Cancellations: Cancellations for print jobs are only possible if your job has not been processed, plated or printed. Once you have placed your order and our art department starts to preflight, it is considered "In Process" and will start to incur charges for work preformed. BF offers a Free preflight file inspection only once for that specific job. However if you should decide to cancel your order then you agree to pay for all work preformed by BF prior to cancellation. We will make every attempt to aid in changes to your shipping, artwork files, and or marketing aspect but are not responsible for any changes throughout the order process once your order has been placed. BF suggest every detail be written and sent via email when placing your order to include paper type, quantity, shipping instructions, and pricing. If you have a deadline we will make every effort to meet it.

Refunds: Printing is custom for each customer and as such is not generally returnable because it cannot be resold to another customer. Any attempt or request for returns, exchanges, credits, and/or disputes must be made within 10 days of the date product is received. BF reserves the right to offer refunds due to poor print quality, poor workmanship and/or incorrect job specifications. In such an event, we at our discretion, will offer a partial, or full refund. No refunds are given for any reason if you have signed a "As Is" waiver or have been advised as to the possible errors found with your files.

Fulfillment, Distribution, Postage, and Mailing Services: Funds for these services are not refundable for any reason once processed. BF must have your mailing lists in order to complete your invoice for said work. We reserve the right to further bill you at a later date for any additional shipping, postage, and/or mailing services not covered in the initial invoice. Once freight and/or mailings leave our facilities we are not responsible for the arrival date, the performance of your mailing, and/or the loss due to the carrier or post office. If you need to alter your ship or mail methods once your order is in process we reserve the right to bill you for any additional unforeseen charges such as but not precluded to faster shipping methods, different postal rates, and/or split shipments, or increases due to rising freight cost. Every effort is taken to ensure all information is documented prior to accepting your order, and BF understands the need to meet deadlines but cannot be responsible for unforeseen issues that may arise during your order process. Consider reasonable time frames for file errors and repair, printing schedules, and shipping and/or mailing methods before placing your order.

Acceptance: By placing an order with Big Fish DPI you agree to the terms and conditions listed above.

Signature of Person Authorizing Order & Acceptance to T&C: _____

Payment Method to be Used: Check/Money Order Credit Card (complete card info)
(Checks & Money Orders: we reserve the right to hold your order until received and cleared the bank.)

Use for this order only
order: _____

Type: MC Visa AMX Card #: _____

Use for all future orders

Name on Card: _____ Exp: ____/____

Signature of Cardholder or Person Authorized to Use Card: _____

Your Company Name: _____ Date: _____

Disclaimer: Big Fish DPI/ESI makes no warranty, either express or implied with respect to the product, its quality, merchantability or fitness for a particular purpose. Under no circumstances shall Big Fish DPI/ESI liability arising out of or in connection with the product or the use of, or the inability to use the product, exceed the purchase price of the product, and in no event shall Big Fish DPI/ESI be liable for special, incidental, or consequential damages including, but not limited to, damages for lost profits, business, or goodwill, whether or not Big Fish DPI/ESI has been advised of the possibility of such damages. Big Fish DPI is a dba of Equipment Supplies, Inc.