

Enhance Terms and Conditions

By using Enhance you agree to the following terms and conditions. We reserve the right to change these terms from time to time.

Price quotes

All prices quoted include design (if required), production of artwork, creation of printing plates, production and delivery of the item to one location (however multiple delivery locations can be quoted for). Vat is shown separately.

Artwork- Approval to proceed

Once colour artwork has been produced it will be e mailed to the client for approval.

The client is asked to approve the artwork in writing.

Once the artwork is approved by the client and approval has been given to proceed, the customer's order will be given to the factory.

At this stage the customer is committed to the order and no cancelations can be accepted by Enhance

Production

Once the artwork has been approved the production process will begin. This can vary from 3 weeks to 6 weeks depending on the product. All products are manufactured within the EU at fully accredited factories. Enhance will keep the customer informed on timings and likely delivery dates

Payment

Once the artwork has been approved by the client Enhance will issue a pro forma invoice which requires paying before the order is delivered. This normally means that payment is required 2/3 weeks after the approval of artwork. Payment can be made by company cheque or by on line transfer. Once the payment is cleared the delivery will be achieved in line with the target delivery dates.

Delivery

Enhance or the delivery company will inform the customer of the delivery date and try their best to ensure the delivery causes minimum disruption. Please note in alot of cases it will require the customers staff to hand ball boxes from the lorry.

Target delivery dates cannot be regarded as an agreed deadline unless expressly agreed by Enhance.

The ordered items are despatched in a manner specified by Enhance.

If it proves impossible to deliver the items to the client, Enhance reserve the right after notifying the client to store the products at the client's expense and risk, or to destroy them.

Repeat orders

Repeat orders are normally a quicker process than new orders. Once the customer's order has been given to Enhance it will then be placed with the factory and delivered in 2- 4 weeks (depending on the product).Credit terms will be agreed with the customer, but normally payment is asked for 2 weeks after delivery.

Complaints/returns

Upon receipt of the items if the client is unhappy with the product, Enhance must be notified within 2 days of the date of delivery in writing. Any problems which appear to be transit damage related, for example outer packaging damage must be written on the delivery driver's delivery note and Enhance informed.

If Enhance are not notified within 2 days of delivery, Enhance will assume the items have been delivered in good condition.

Enhance will investigate the complaint and if justified will make good at their own expense the problem based on the terms of the original order.

Every effort will be made to obtain the best possible colour reproduction on clients work, but because of the nature of the process involved, Enhance shall not be required to guarantee an

exact colour between the clients original colour photograph or transparency and the printed article. Slight deviation in colour of the finished product will not be considered as a defect. Enhance will not be held responsible for client generated mistakes, errors or defects including spelling, typographical or grammatical errors; poor image quality derived from low resolution images supplied by the client , or other ordering errors.

To avoid these errors Enhance ask the client to sign off artwork. Enhance will make every effort to point out any possible problems to the client before production.

Copyright

It is the responsibility of the client to ensure that there is no infringement of copyright by the use of images supplied by the client.

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