

Terms & Conditions

1. These terms and conditions supersede any others stipulated on orders received.
2. Although BisonPrint.com (hereafter known as 'the Company') may accept verbal orders, or amendments to existing orders, instructions must be confirmed in writing, fax or email before any work is commenced.
3. All quotations supplied are 'subject to sight of materials', and the Company reserve the right to pass on any increased costs due to the client's deviation from the original brief.
4. Every effort will be made to supply the quantity ordered but quotations are conditional upon a tolerance of plus or minus 5 percent, the same to be charged for or deducted pro rata.
5. Quotations remain firm for 30 days from date of issue, after which they are subject to review.
6. Whilst every care is taken of materials provided to us, the Company accept no liability for loss or damage, or consequential loss or damage, whilst materials are in transit or on our premises.
7. All work produced at client's request whether experimental or otherwise will be charged for.
8. Author's changes to the first proof or after will be charged extra. Proofs of all work may be submitted for client's approval and no responsibility will be accepted for any errors in proofs passed by the client that may be found after the order has been printed. Any subsequent changes and reprints will be chargeable.
9. Every effort will be made to make the best possible colour reproduction on client's work, but due to differences in equipment, paper, inks and other conditions between colour proofing and production runs, a reasonable variation in colour between colour proofs and the completed job will be deemed acceptable unless otherwise agreed.
10. The Company reserves the right to change specifications of standard papers and boards to another of equal quality if the need should arise.
11. When style, type or layout is left to the judgment of the Company, changes (as opposed to corrections) and additional proofs necessitated will be charged as extra.
12. In the event that the client has submitted artwork electronically, the Company will check the file for obvious errors and will notify the client of any potential problems we may find. A digital proof will be sent for the client's final approval. However, we will not be held responsible for errors that occur as a result of supplied artwork under any circumstances. If an electronic file is not suitable for outputting without adjustment or corrective action the Company may make a charge for any resulting additional costs incurred.
13. It is the client's responsibility to maintain a copy of any original electronic file supplied to the Company. The Company accepts no liability for loss of data supplied.
14. Rush work is subject to a surcharge.
15. Due to the complex nature of VAT on printed matter, the VAT amount indicated is intended to be a general guide only. The Company reserve the right to retrospectively charge VAT should the need arise.
16. Should work be suspended at the request of or delayed through any default of the client for a period of 30 calendar days the company shall then be entitled to payment for work already carried out, materials specially ordered and other additional costs including storage.
17. Delivery/collection dates are not guaranteed unless specifically stated in writing and such guarantees may incur additional charges to cover overtime working and expedited delivery.
18. Carriage arranged by the Company on behalf of the client will be charged accordingly unless otherwise agreed. Once the goods have been despatched, the Company cannot be held responsible for late deliveries. Goods are deemed to be delivered once inside the destination building. The risk in goods delivered shall pass to the client on delivery.
19. The Company shall not accept liability for consequential loss or damage resulting from error or delay however caused.
20. Rescheduling is subject to capacity.
21. All designs, artwork, print, materials and other goods supplied by the Company and/or associated companies shall remain the property of the Company until the client has paid for them and discharged all other debts owing to the Company.
22. If the client becomes insolvent (as set out in clause 23) and goods have not been paid for in full, the Company may take the goods back and, if necessary, enter the client's premises to do so, or to inspect the goods.
23. Without prejudice to other remedies, if the client becomes insolvent (namely, being a company that is deemed to be unable to pay its debts or has a winding up petition issued against it or has a receiver, administrator or administrative receiver appointed to it or being a person commits an act of bankruptcy or has a bankruptcy petition issued against him) this company shall have the right not to proceed further with the contract or any other work for the client and be entitled to charge for work already carried out (whether completed or not) and materials purchased for the client, such charge to be an immediate debt due to him. Any unpaid invoices shall become immediately due for payment.
24. If the client shall sell the goods before they have been paid for in full he shall hold the proceeds of sale on trust for the Company in a separate account until any sum owing to the Company has been discharged from such proceeds.
25. All artwork produced, designs created and text written by us remain our copyright and must not be reused or reproduced unless such copyright is specifically disposed of to the client.
26. Where the Company agree to store materials against future use the Company reserve the right to charge for the space occupied. Clients must insure their materials against all risk.
27. Deliveries of goods in must be accompanied by delivery notes detailing the quantity and description of the goods and each package must be marked with contents and quantity.
28. The Company shall not be required to print any matter that in our opinion is or may be of an illegal or libellous nature. The client shall indemnify us in respect of any claims, costs or expenses arising out of any illegal or libellous matter printed for them or for any infringement of patent, copyright or design.
29. Address lists supplied to us should comply with the requirements of the Data Protection Register and the Data Protection Legislation.
30. For clients who do not have an account with us, payment in full is due before work commences. Please allow 7 days for cheques to clear.
31. For clients who have an account with us, payment is due within one calendar month of the date of invoice.
32. Payment of all charges shall be made without deduction whether by reason of set off or otherwise.
33. Any sum overdue for payment from the client to the Company (whether under the Contract or otherwise) shall bear interest at the rate of 2% over the base rate for lending of Barclays Bank PLC until actual payment in cash or cleared funds (whether before or after judgment in a court of law). If there is a genuine dispute regarding an invoice then interest shall not be payable
34. Any query regarding invoices must be raised within 14 days of their receipt.
35. Any query regarding the goods supplied must be made to us in writing within 7 days of delivery/collection. All goods returned must be unused. Credits will be given for goods received not goods supplied. No returns/refunds after 28 days. Claims outside these criteria will not be considered.
36. When the client has requested to receive further information about the Company products or services or send artwork over our website we will ask for certain personal information to carry out this request such as name, title, company or organisation name, work or home address and work phone. This information is stored only by the Company as a means of carrying out the client's request and to improve our service to our clients and will not be disclosed to any third party.
37. The Company shall be under no liability if it shall be unable to carry out any provision of the contract for any reason beyond its reasonable control including (without limiting the foregoing): Act of God; legislation; war; fire; flood; drought; inadequacy or unsuitability of any instructions, electronic file or other data or materials supplied by the client; failure of power supply; lock-out, strike or other action taken by employees in contemplation or furtherance of a dispute; or owing to any inability to procure materials required for the performance of the contract. During the continuance of such a contingency the client may by written notice to the printer elect to terminate the contract and pay for work done and materials used, but subject thereto shall otherwise accept delivery when available.
38. These conditions and all other express and implied terms of the contract shall be governed in accordance with the laws of England.

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