

Lead times and order acceptance rules - guidelines for customers

*version dated 01.05.2019 valid till the release of newer version

Orders along with files prepared in accordance with the specification are accepted till 12:00. Orders received after 12:00 shall be accepted for execution on next working day.

Files for printing necessary to fulfil the order should be prepared in accordance with the document: "Specification of preparation of digital materials for printing" and provide information on their location (cloud, FTP, PDF, AE etc.)

The Contractor fulfils the order on the basis of files provided by the Employer. Therefore, the Employer bears full liability for legal and physical defects of files delivered for printing and preparation of files inconsistent with the document: "Specification of preparation of digital materials for printing".

If the DTP department finds any errors in files, order acceptance may be postponed until the correct files have been received. In the case of revealing any errors in a file at the production phase, lead times may change.

The DTP department, in specific cases, may correct the erroneous files. The DTP labour cost amounts to 120 PLN/h, minimum of 60 PLN.

Lead times are included in our print price lists and depend on their category:

K2 - 2 working days

K3 - 3 working days

K4 - 4 working days

K5 - 5 working days

KS - on Thursday (if an order is received by Monday at 12:00)

KS+1 – lead time plus 1 day after KS

KS+2 – lead time plus 2 days after KS

KY - case by case

For example:

An order with K2 lead time which is received on Monday at 11:50 shall be produced on Wednesday. If an order is received on Monday at 12:10, it will be produced on Thursday.

When fulfilling an order with the use of customer-provided materials, lead time for an order

shall be set by customer service consultant. For orders with customer-provided materials it is necessary to take into account the stock of material.

The Contractor shall not be liable for deviations from colours requested by the Employer, if he did not receive a colour sample approved by the Employer or his representative, which is cromalin or other reliable printout (digital proof).

An order will be sent by courier on the date of execution, with the delivery date consistent with the courier service regulations and the selected delivery option. Lead time specified by the Employer does not include delivery time.

Personal collection or collection by own courier may take place on working days from 2:00 p.m. Till 5:00 p.m. After the agreement with customer service consultant.

After the order has been fulfilled, the Contractor shall not be liable for materials not collected by the Employer within 7 days from the date of order fulfilment.