

Utmost Graphics

1-888-756-0801

info@utmostgraphics.com

Terms of Service — Business Policies

Our number-one business policy at **Utmost Graphics** is a commitment to customer satisfaction. We want you to be delighted with the documents that we produce and the process of working with us.

We feel your satisfaction will be enhanced if we communicate with you thoroughly so that you know what we are going to do and also what your responsibilities are. I do not want you to have any surprises when working with us—except, perhaps, at how good we can make your business look!

-----OUR RESPONSIBILITIES-----

We will design and produce documents so that they meet your needs and expectations. We'll listen to you and ask questions so that we understand the message you're trying to convey. We understand that an effective design must contribute to the purpose of your document.

We will provide an estimate if requested. We will honor our price quotes (provided the work requirements are as specified). We will complete your work in the time promised.

We will accept your text on disk or by email if the file conforms to our guidelines, as detailed in an available guideline sheet. Otherwise we will re-enter the text and charge you at our normal word processing rate.

We will be responsive to your phone calls, e-mails, and other communications.

We will correct and revise all documents once (unless otherwise specified) without an additional charge. Additional corrections and alterations will be charged at our normal hourly rate.

We will prepare accurate invoices conforming to any initial agreement or our standard hourly rates and will submit these invoices promptly.

UNDERSTANDING / ACCEPTANCE OF POLICIES

FOR UTMOST GRAPHICS: Signature

Date

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-----YOUR RESPONSIBILITIES-----

You will communicate with us fully, freely, and honestly so that we can execute our work to meet your needs and expectations.

You understand that additional job requirements given to us after our initial agreement may result in increased costs or/and time needed to complete the job.

You will do your part to keep projects on schedule by being responsive to our questions, reviewing materials promptly, and understanding that significant changes and alterations after a project has begun will likely delay the completion date.

You will take responsibility for proofreading your materials. Once you have done so and given final approval, any changes or corrections will incur an additional fee. Correcting a laser-printed original will involve a minor expense; correcting quantity-printed materials will involve a significant expense.

You agree that you are responsible for all print shop costs once you have given approval to print and specified a print order.

You agree to pay my invoices fully and promptly, in conformance with the payment policies specified on our invoice.

UNDERSTANDING / ACCEPTANCE OF POLICIES:

CLIENT: Signature

Date