



CUSTOMER POLICIES

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- **All jobs** are subject to a \$25 minimum invoice fee.
- **Terms** are available for School Districts, Municipalities, State and Federal Government, And select trade organizations. All others must pay upon delivery, subject to deposit policies. Terms are Net 30 unless otherwise stated. a 5% late fee will be added if the invoice is not PAID IN FULL within 30 days. Terms may be applied for.
- **Rush orders** required same-business-day will be assessed a 25% upcharge. Rush orders required within 24 hours will be assessed a 15% upcharge. Delivery subject to quantity and material availability. Minimum orders may apply.
- **All projects estimated at \$200 or more** require a 25% deposit due at the time of order. Customers not approved for terms must pay the invoice balance UPON CUSTOMER RECEIPT OF JOB. Customers approved for terms are exempt.
- **All projects estimated at less than \$200** require a 50% deposit due at the time of order. Customers not approved for terms must pay the invoice balance UPON CUSTOMER RECEIPT OF JOB. Customers approved for terms are exempt.
- **Projects requiring special order materials** may be subject to a 75% deposit at the time of order.
- **All jobs are subject to customer approval before start.** Every job must be accompanied by a signed proof document, verbal authorization or email approval stating that the job has been approved to proceed. No job will be started without approval. After approval AllImage Graphics holds no responsibility for typographical, spelling, layout or artwork errors.
- **Customer materials** left with AllImage Graphics staff to be measured, scanned, vectorized or otherwise used as reference for a job, those materials will be kept NO LONGER than 4 weeks after the completion of the job for which materials were used. Failure to claim personal property within this time frame will result in item disposal.
- **Maximum UV print width** per job is 64", **Maximum Solvent print width** per job is 52"