

This page (together with the documents referred to on it) outlines the terms and conditions under which we supply products ("Products"). By placing an order with us you agree to be bound by these terms and conditions. Please note that we limit our liability as detailed in section 14 below.

1. Information About Us

We are registered in England and Wales under company number 13107741 and our registered office is located at : 4 Discovery House, Cook Way, Taunton, Somerset, TA2 6BJ. Our VAT registration number is 376 0574 78.

2. Your Status

By placing an order through our site, you warrant that:

- 2.1. You are legally capable of entering into binding contracts.
- 2.2. You are at least 18 years old.

3. Formation of the Contract

3.1 Your order is an offer to us to buy Products. Once we confirm acceptance, the contract between us ("Contract") is only formed when you receive this confirmation.

3.2 As the Products are personalized or made to your specification, you do not have the right to cancel once the contract has begun. Once we confirm your order in writing, changes or cancellations may incur additional charges and may only be made within 15 minutes of placing the order. After this, we may charge for any costs incurred.

4. Materials and Information Provided by You

4.1. We reserve the right to refuse to print any material that we deem illegal, libellous, inappropriate, or infringing upon the rights of third parties, including political content.

4.2. We are not required to print any material that, in our opinion, could harm the reputation of Macs Printing Ltd or its agents.

4.3. You will indemnify us against any claims, costs, or expenses arising from any libellous content, copyright infringement, or violations of other proprietary or personal rights contained in any material you provide.

4.4. You supply material at your own risk and should keep a copy of all materials. We are not responsible for any loss or damage.

4.5. If the print ready artwork you supply is incorrect, resulting in poor-quality Products, we accept no responsibility. Please refer to our Technical Guides for further instructions.

4.7. You must not use materials that infringe third-party rights unless you have explicit consent. We reserve the right to disclose your identity to any third party claiming infringement.

4.8. We may refuse any artwork that doesn't meet our standards, and if we do not fulfil an order based on this, you will receive a full refund, minus any applicable charges for work already undertaken.

4.9. You agree not to provide someone else's personal information unless they have granted express consent.

4.10. Personal information is processed according to our Privacy Policy.

4.11. We may delete inactive files stored by us without notifying you and reserve the right to change our storage policies at any time.

5. Copyright

5.1. Unless otherwise agreed in writing, the copyright of any artwork or content created by Macs Printing Ltd remains the property of the company.

6. Artwork Services and Proofs

6.1 We will provide an electronic proof before production. Once you approve a proof, no changes or cancellations can be made.

6.2 If you do not choose to approve a proof, we are not liable for any errors in the final product.

6.3 You are responsible for ensuring that your files are properly prepared as per our guidelines. Failure to do so may result in additional charges.

6.4. If additional work is required due to unclear or illegible copy, we may charge for the additional time and materials.

6.5. Your statutory rights remain unaffected by these terms.

7. Production and Delivery Times

7.1. Production begins once payment is made, artwork is uploaded and accepted, and the order is confirmed.

7.2. After production, we will dispatch all orders via courier for next-day delivery, with exceptions for certain postcodes. Some locations may require an additional charge and take 3-5 working days for delivery.

7.3. We define production days as Monday to Friday, excluding public holidays.

7.4. In exceptional circumstances, production may be delayed, but we will complete the order as soon as possible.

7.5. Any carriage arranged by us is on your behalf, and we are not responsible for delays caused by third-party couriers.

7.6. If incorrect delivery address details are provided, the Products will be returned to us, and an additional charge may apply to re-dispatch.

7.7. Products must be signed for upon delivery. If someone other than the intended recipient signs, we are not liable, provided the parcel was delivered to the correct address.

7.8. Delivery to temporary addresses, such as hotels or conference venues, is at the customer's risk.

7.9 Unfortunately, we do not deliver to addresses outside the UK.

8. Non-Delivery

8.1. Any failure to deliver must be reported in writing within 5 days of the expected delivery date for us to investigate and take appropriate action.

9. Quantities

9.1. We will make reasonable efforts to deliver the correct quantity, but slight variations may occur.

9.2. We acknowledge that variations in quantities are inherent in the printing industry.

9.3. Our liability for shortages is as follows:

- Shortage up to 5% - No credit;
- 6%-10% - Pro-rata credit;
- Over 10% - Reprint.

9.4. Any overs in quantity can be kept at no additional cost.

10. Quality

10.1. Colour variations are inherent in the printing process, and we cannot guarantee that the final printed colours will match those displayed on your screen.

10.2. We are not required to guarantee an exact match in colour or texture between the printed result and any proof.

10.3. We are not liable for slight colour variations due to ink tolerances or the printing process.

10.4. Pantone spot colour matches cannot be achieved through the full-colour printing process.

10.5. Proofs provided are not colour-accurate and are for content approval only.

11. Price & Payment

11.1. The price of Products is as quoted on our site, subject to change, and excludes VAT and additional delivery costs.

11.2. Prices are subject to change, but any changes will not affect orders for which an Order Confirmation has already been sent.

11.3. All work carried out at the customer's request, including experimental work, will be charged.

11.4. Credit card companies may store your credit or debit card data if you choose that payment option.

11.5. We reserve the right to charge interest on overdue invoices at a rate of 2% above the RBS base rate.

12. Our Replacement Policy

12.1 In the unlikely event a product is defective, we may request that it be returned for inspection.

12.2 For defective items, our liability is limited to the replacement of the defective items or pro-rata credit, depending on the extent of the issue.

13. Claims

13.1 – All claims with regard to the quality or quantity of the goods shall be made in writing to us so as to reach us within 5 working days of receipt of goods or such goods shall be deemed to comply as to quality and quantity within the terms of the contract.

13.2 – You must examine all goods delivered at the time of delivery. We shall not be liable for any loss arising from damage caused to the goods in transit unless loss or damage is noted on the delivery note at time of delivery.

13.3 - We may ask you to send us photographic evidence and a number of samples showing any damage or defects and to retain the Product for 30 days after receipt for the purposes of inspection by ourselves or our agents or representatives.

13.4. – Somerset Printer requires any printing to be returned in full before agreeing to reprint. If we deem the printing to be of sufficient quality, and within tolerance we reserve the right to return the goods and refuse a reprint or refund.

14. Our Liability

14.1. Our liability for any Product purchased is limited to the purchase price of that Product.

14.2. We exclude liability for indirect or consequential losses such as loss of revenue, profit, or data, except where required by law.

15. Written Communications

15.1 Communication with us will be electronic. By using our site, you agree to electronic communication for all contractual purposes.

16. Events Outside Our Control (Force Majeure)

16.1. We are not liable for delays or failure to perform due to events beyond our control, such as strikes, natural disasters, or government actions.

17. Changes to Terms & Conditions

17.1 We may revise and amend these terms from time to time. You will be subject to the terms in place at the time of your order.