

untitled print studio

TERMS & CONDITIONS (revised May 2016)

Print prices

1. All print prices quoted are based on the customer providing print ready digital artwork files. Therefore, please ensure that print files are:
 - In TIFF or JPEG format, flattened to one layer.
 - In Adobe RGB (1998) colour space, at 360 ppi.
 - In 8-bit (unless you require us to make image adjustments – see below).
 - Sized to the print size required including or allowing for any border (**For instance, if you are ordering a 20x16 inch print and you require at least a 1" white border, the actual image size should be a maximum of 18x14 inches*).
2. We will check all files before printing to ensure they suit this workflow. If there are problems we will contact you to discuss how you wish to proceed.
3. We can carry out all adjustments necessary for you on request. See *Image Adjustments* below.
4. We can print a larger number of small images (sub A4) on roll paper. If this is required, we will charge a nominal fee for setting out the multiple images, if not provided by the customer.
4. All prices quoted include any VAT.

Supply of Files/Artwork

1. Please supply your images including the print size required in the file name (e.g. landscape-1-20x16.tiff).
2. Please also supply a written list of all files and their respective print sizes, and number of prints required.
3. File Upload: You can upload files via www.dropbox.com or via www.yousendit.com to matthew@untitledprint.co.uk.

Image Adjustments

1. If you wish, we can carry out some or all of the image file adjustments prior to print for you. In this case, you should provide your image files in TIFF or JPEG format, include the print size required for each image, and we can adjust the image file accordingly. This service can include:
 - Colour and tonal balancing and corrections.
 - Resizing to print size, including borders and any cropping required.
 - Base and Output Sharpening.
 - Retouching.
2. Please note that if you require substantial adjustments to colour or tone it is better to supply the file in 16-bit, not 8-bit.
3. We charge a standard rate of £35 per hour or part thereof for this service, with a minimum charge of £15.00.

Test & Proof Prints

1. To allow the testing of different papers or proofing an image (at large scale for instance), we can provide test and proof prints on request, so you can evaluate the output settings and final image quality.
2. These can be printed on an A4 section of the scaled image, or as a strip through the image. Charges start at £4.00 each (depending on paper).

Scanning & Image Capture

1. Charges for any digital scanning or image capture will be quoted and agreed in advance.
2. The price quoted will depend on the number, size and quality required by the customer.
3. All files will be fully colour and tonally balanced. Test prints are charged separately (see above).
4. Files can be provided on CD, memory stick (if provided by customer) or sent digitally, on request. One Tiff file is provided per image. Any further files required will be charged additionally, starting at £2.50 each.
5. *Note: Printing from existing scans or image capture. If the customer is providing a scan or digital copy of an image, we cannot guarantee that the colour and tonal balancing will match the original if we do not have the original artwork to reference.*

Paper Profiles

1. We will apply the appropriate colour profiles depending on your paper choice. You do not need to. Just make sure the files are in Adobe RGB (1998).

Post & Packaging

1. Print prices do not include the costs of post and packaging. These will be added to the invoice.
2. Post is dispatched via registered Royal Mail / Parcel Force at prevailing rates.

Payment

1. Payment must be made prior to delivery or collection.
2. Payment can be made by cash, cheque, via PayPal or direct bank transfer (full details on all invoices).
3. If paying by PayPal, please ensure you add the relevant fee, or make a payment to an individual (friends or family).

Returns / Problems

1. We are more than happy to deal with any issues that arise. Any problems must be raised with us not less than 24 hours after receipt of orders.
2. Reprints will be offered if mistakes have been made, as long as all the guidance above and herein has been observed.