

TERMS & CONDITIONS (revised September 2018)

Print prices

1. All print prices quoted are based on the customer providing print ready digital artwork files. See Supply of Files/Artwork below.
2. All files will be checked before printing to ensure they suit this workflow. If there are problems we will contact you to discuss.
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.
5. Discounts: 5 or more of same image/same size – 5%. 10 or more of same image/same size – 10%.
6. Untitled Print is not currently registered for VAT.

Supply of Files/Artwork

1. Please supply your images including the print size required in the file name if possible (e.g. landscape-1-20x16.tiff).
2. Print files should be:
 - In TIFF or JPEG format, flattened to one layer. PDF's are accepted if required.
 - 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.
3. Please also supply a written list of all files and their respective print sizes, and number of prints required.
4. File Upload: You can upload files via www.dropbox.com or via www.wetransfer.com to matthew@untitledprint.co.uk.
5. The appropriate paper print profiles depending on your paper choice will be applied. You do not need to.
6. To allow the testing of different papers or proofing an image (at large scale for instance), test and proof prints can be provided on request.
7. 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).

Image Adjustments

1. We can carry out some or all of the image file adjustments prior to print for you. This service can include: Colour and tonal balancing and corrections / Resizing to print size, 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. There is a standard rate of £35 per hour or part thereof for this service, with a minimum charge of £2.50 per image.
4. Personal Tutorials on image adjustments in Photoshop are available at £40.00 per hour.

Test & Proof Prints

1. To allow the testing of different papers or proofing an image (at large scale for instance), test and proof prints can be provided 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 (see separate price sheet).
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. We provide Good In Trust Insurance to cover original artwork up to a single value of £5,000 (value must be substantiated).
6. Note: Printing from existing scans or image capture. If the customer is providing a 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.
7. Insurance: Original artworks, pictures, negatives and transparencies left with us for copying will be fully secure in our fully alarmed studio. If an event occurs that damages them, we carry Goods in Trust insurance of up to £5,000.00 for any one item (value must be proven however). If the value of any item is more than this, we must be advised beforehand. We may not accept it.

Payment, Post & Packaging

1. Payment must be made prior to delivery or collection, paid by cash, cheque, via PayPal or direct bank transfer (full details on all invoices).
2. If paying by PayPal, please ensure you add the relevant fee, or make a payment to an individual (friends or family).
3. Print prices do not include the costs of post and packaging. These will be added to the invoice. Post is dispatched via registered Royal Mail / Parcel Force at prevailing rates.

Print Collection

1. Prints for collection will be wrapped or rolled in archival tissue. If you are collecting your prints, it is your responsibility to bring a portfolio or suitable container to transport them.

Returns / Problems & Print Care

1. We are more than happy to deal with any concerns that may arise. Any problems must be raised with us not less than 24 hours after receipt of orders. Reprints will be offered if mistakes have been made, as long as all the guidance above and herein has been fully observed.
2. We will not accept responsibility for prints marked or damaged after collection. Note that matte prints are easily marked if not handled carefully.

Data Storage

1. Customer image files and print data can be stored on our system, so re-prints can be made for you swiftly. If you do not want your images stored, you must let us know.
2. These image files are covered by your legal rights, and will never be circulated, printed or used in any way otherwise without your express permission.