



TERMS & CONDITIONS:

Production Schedule

Production time starts the first working day after artwork is approved for printing, not including shipping. Normal turnaround is three to ten working days unless requested otherwise. There is typically no rush charge. Orders with less than a five working day turnaround will be shipped Standard Overnight and billed as such. Any order placed that requires a 3 day or less will not be guaranteed, See Below.

Rush Orders

For those rush jobs where DisplayStar has only one chance to fully produce the graphics, the graphics will not be guaranteed. Should your graphics have a defect we will happily reprint the defective graphic/panel after your show at 50% of the standard price. In most cases, this applies to all jobs with a turnaround of less than 3 days. All rush jobs ship via FedEx for overnight delivery.

We appreciate your cooperation by giving us as much time as possible to produce your graphics. In the event your project finishes early it will ship via the scheduled method. Please do not ask us to RUSH and then request ground shipping.

Once your graphics have been received by our Graphics Department, we will review your graphic files to ensure that your artwork meets the requirements outlined in our specifications to produce the highest quality product. If any modifications or a change to the artwork needs to be made, you will be notified, and you will have the opportunity to submit new artwork with the necessary changes. If you prefer to have our Graphics Department make the necessary changes, you will be billed at a rate of \$75.00 per hour.

Once our Graphics Department has reviewed and approved your artwork, you will receive a PDF proof via email. You will receive the proof within 1 business day of submitting acceptable artwork to us. You must send back an approval e-mail before your job is moved into production. Production time starts the first working day after approval email is received and acknowledged.

PLEASE NOTE: An e-proof is only to ensure proper art elements are there and size is correct. It does not ensure proper resolution or color accuracy.

Once your approval has been received, the printing process will take 3- 10 days. Please note that these production lead times are from the date of approval, not from the date that the artwork was received. If you have purchased graphics that are less than our standard lead-time, then your graphics will ship standard overnight and may not be guaranteed. If you purchased graphics with ground shipping and less than standard lead-time one of our sales associates will contact you.

Shipping

Any Changes to shipping address must be received in writing to info@displaystar.com prior to shipment.

Shipping is FOB Beaverton, OR. Orders requiring fulfillment must be quoted. Fulfillment charges will apply to all orders with 10 or more shipping addresses.



PROOFS

Our proofing service is designed to ensure that we are providing the highest quality product. DisplayStar offers free proofs for murals which are larger than two pop-up mural panels. You pay for the FedEx overnight service. For the proof service to function most efficiently, we request that you and/or your client review the proof and provide Displaystar with approval as quickly as possible. Your rapid attention and approval will provide satisfactory production time ensuring the best trade show display graphics possible. Thank you for your cooperation.

Color Matching

There is a \$50.00 color match charge per color. Color matching which exceeds one hour of time will be billed at \$75.00/hr. The cost of color matching will include proofs. The customer will be responsible for the overnight freight on proofs.

Pre-designed Artwork

DisplayStar is not liable for the accuracy of any "pre-designed" artwork submitted by the Client. It is the Client's sole responsibility to proofread artwork and submit to DisplayStar materials, which are fully approved and print ready.

- * When reordering, colors MAY be slightly different than original order.
- * If files are submitted and do not meet our bleed specifications, DisplayStar reserves the right to add a border to the file(s).
- * If files are submitted in RGB mode, you are authorizing DisplayStar to convert the file(s) to CMYK mode. (converting files from RGB to CMYK will cause color shifting)
- * We will only accept files emailed to DisplayStar.com or uploaded through our website.

Ownership of Artwork

All graphic design elements (referred to as artwork in these terms and conditions) created by DisplayStar are the property of DisplayStar until the artwork rights has been purchased, at which point the artwork becomes property of the purchaser (referred to as the Customer in these terms and conditions). The elements of design work for the project remain DisplayStar's property, and DisplayStar retain the rights for usage. This means, you own your finished product but we reserve the rights to the elements used to create the design including typography, patterns, stock art, textures, and shapes, etc.. Other than for the promotional use of DisplayStar, all services provided by DisplayStar shall be for the exclusive use of the Customer's said purposes only. Designs may not be used for other promotional items, website or printed materials without permission. Upon payment of all fees and expenses, reproduction rights for all approved final designs created by DisplayStar for this project shall be given to the said Customer. The Customer automatically grants permission to DisplayStar to showcase their artwork, created by DisplayStar, on the DisplayStar website. It is understood that no artwork displayed on the DisplayStar website can be used for any other purpose, by any individual or company except the purchaser of the graphic design and/or the party/parties given permission by the purchaser to use the artwork.

After Payment

DisplayStar is responsible for sending artwork, for which valid payment has been received, to the Customer. Once this artwork has been received by the Customer, however, DisplayStar is no longer responsible for the artwork, though DisplayStar will continue retain the artwork within its digital files.



Right to Refuse

DisplayStar reserves the right to use its sole discretion in refusing to print anything it deems improper or known to be illegal. Client expressly understands that DisplayStar, its subsidiaries, agents, employs and/or parent company, is not liable for any damages resulting from unwitting violation of copyright laws or illegal use of trade names or slogans. The Client represents and guarantees they have proper and legal title of all matter (of any form) submitted to our company for printing and/or publication. Client further understands that DisplayStar will rely upon such representation as grounds to engage in the printing of Client's material.

Errors

In the event that an error is discovered in the Client's job after printing, Client bears sole financial responsibility and must pay in full for the job. Client agrees that, in the event DisplayStar is liable for an error in quality of print in the Client's artwork, liability shall be limited to a re-print of the client's job no later than one (1) week after submission of claim letter by Client. To qualify for a re-print, client must submit a claim in writing to DisplayStar within three (3) days of receipt of the job. In no event will DisplayStar be liable for any damages beyond those set forth in this paragraph, or for any general, consequential or special damages that are claimed to follow by reason of the error. DisplayStar is not liable for failure to print the Client's job because of flood, fire, riots, strikes, national holidays, and shortages of material, orders of government, failure of transportation, illness, acts of god or other causes beyond the control of DisplayStar. In such an event, this agreement will be suspended during the period of inability to perform and the terms extended for a like period. Neither party shall be liable to the other because of this suspension.

Indemnification

The customer will indemnify and hold harmless the printer, DisplayStar, its subsidiaries, agents, employees, officers and/or parent company, from any and all loss, cost expense, and damages on any and all manner of claims, demands, actions and proceeding that may be instituted, whether known or unknown, against DisplayStar on the grounds that said printing violates any copyright or any proprietary right of any person or entity.

Conclusion

The Customer agrees and is encouraged to ask questions, regarding any section or sections of these terms and conditions that he/she does not understand, before ordering any artwork from DisplayStar.