

# HOW WE DO BIZ

rprovision.com | 330-376-8963 | 375 W. Exchange St. Akron, Oh 44302

## TURNAROUND:

Upon proof approval our standard production turnaround is 7 - 10 business days. If artwork is supplied in a supported format our standard production turnaround is 5 - 7 business days. 7 - 10 days turnaround may increase on larger orders. Rush services are available upon request at time of order placement for an additional cost. Rush fees vary by requested product, deadline, and quantities. If delivery is requested additional time will be added to the turnaround. Production has a daily cut-off time of 10 a.m. Any artwork approvals submitted after 10 a.m. will go into production the following business day. Expect up to two days reply time per requested design revision.

## PAYMENT:

All first orders are to be paid in full, up front, at time of order placement. Any order with a total of \$200 or less is required to be paid in full, up front at time of order placement. Any order with a total of \$200 or more, is required to pay 1/2 down of the total of the order at time of order placement and the remaining 1/2 is to be paid upon product receipt. All graphic art or web derives are to be paid in full at time of order placement. All delinquent accounts are subject to collection with maximum penalties and interest.

## REFUNDS:

Due to the custom nature of our business, Rprovision does not refund or accept returned products or services. If the product supplied is confirmed to be faulty due to manufacture defect, upon Rprovision's discretion and approval, a new product will be supplied at no additional cost.

## PROPERTY RELEASE:

Rprovision Media, LLC will not be held liable, in case of accident, injury, damage, theft, or destruction that may occur to the released property. By signing this document, I warrant that I am the owner of the property and/or have the authority to grant the Rights under this agreement and agree to indemnify Rprovision Media, LLC from any claims regarding my ownership of the property. I release Rprovision Media, LLC and affiliates, licensees and successors from any claims that may arise regarding the released property.

## COLOR:

Due to the high run, low cost niche of our business, Rprovision Media, LLC does not color match. (Pantone/PMS, etc) Due to profile differences in monitors, we cannot ensure the color approved, per the proof, is consistent with the color on the output of the product. We can however, per client request, supply a actual proof for an additional cost on particular products. All Supplied files with anticipated black fill are to be set at C-60, M-40, Y-40, K-100. Otherwise the color will not remain a true black.

\*The contents of this document are binding and are subject to change without notice.

## DESIGN:

Graphic design options vary in cost, time involved, detail, and presentation with a 1 hour minimum. (Ranging from \$30 - \$75/per hour) Name Changes and minor text changes are \$15. Each graphic design service includes 2 proof revisions. (Expect up to 2 days reply time per proof revision) Additional proofs are available per client request for an additional charge in 1 hour increments. Upon Proof approval the client therefore accepts all liability of the artwork and the output. Any design approvals after 10 a.m. will go into production the following business day.

## DELIVERY:

Delivery is available upon request however a fuel surcharge will apply. Delivery fees vary by requested product, deadline, and quantities. We will ship upon request for an additional shipping and handling charge via UP, USPS, or FedEx. If delivery is requested additional time will be added to the turnaround.

## PRIVACY:

All information given to Rprovision Media, LLC will be held strictly confidential.

## COMMITMENT:

To convey a clear commitment toward compliance with the local and national level authorities, and to communicate an unmistakable commitment toward all Rprovision clients, controlled by senior management to all employees and independent contractors involved with supplying a high quality product or service to Rprovision clients.

- To provide all products within the quoted turnaround.
- To provide quality artwork parallel to industry standards or above.
- To provide all sign products with bubbles less than 1/8" in diameter.
- To provide all sign products within a .25" or less off alignment.
- To present ourselves as new professional and fun to work with.

## AGREE?:

By signing this document I, \_\_\_\_\_ (print name)  
full understand and agree to/with the entirety of the document. \*

X \_\_\_\_\_ Date: \_\_\_\_\_