

## QUOTATION SERVICE LEVEL AGREEMENT

We kindly request that you check this quotation against your supplied specification to ensure that it conforms to your requirements.

Production prices shown in any estimate are subject to an approved production schedule and capacity at the time of order.

Paper is quoted subject to availability and the price ruling at date of despatch. The paper content of any order may be invoiced pursuant to clause 7.7 of our Conditions of Business, and will be payable on the earlier of 30 days of invoice date and print date. The balance of the order will be invoiced upon completion and is payable 30 days from the date of the invoice.

Where paper is supplied by the customer it must be an approved grade and supplied to our specification, detail of which must be confirmed with us prior to ordering. Unless otherwise specified, quotations are not inclusive of any sealer varnish requirements due to potential marking which can only be assessed upon sight of your supplied artwork. We will be pleased to quote an additional cost for a machine varnish at your request. Matt lamination and matt UV are also prone to marking.

Print estimates are based on assumed ink coverage of 45% and using densities as stated in our repro specification (A copy is available upon request). Ink coverage exceeding the assumed amount may attract additional charges. All prices and production methods are subject to sight of final artwork. Any work outside the reprographic specification including, but not limited to, file preparation, authors corrections and extras will be chargeable at prevailing charge-out rates.

Depending upon your requirements, digital proofs (in hard or soft copy) will be sent out for all jobs prior to printing. Proofs must be signed and returned to us before we can proceed to print; if this requirement is not fulfilled than St Ives can accept no responsibility for any errors or omissions generated as a result of the pre-production process. Alternatively on-line proofing can be offered. For more information please contact your customer service representative.

When supplying your own proofs, they must conform to the ISO12647 standards relative to the selected paper type. If high resolution colour proofs or previously printed copy are supplied for colour matching, St Ives Direct will use best endeavours to correspond with this standard; we cannot however be held liable for any variance from this standard and would recommend that a representative is available to pass the job on press.

If no proofs of previously printed copy are supplied and the customer chooses not to accept the additional cost of digital proofs, this must be confirmed as acceptable in writing by the customer. In this instance, we will run to ISO12647 LAB ink weight values and St Ives can accept no responsibility for any colour related issues as a result of this process.

All Mailing prices are exclusive of postage costs unless otherwise stated.

Payment terms are net 30 days from the date of invoice for approved credit accounts unless otherwise agreed in writing.

Where a detailed delivery schedule is not specified, delivery costs have been estimated using our standard delivery rates. If there are any special delivery requirements e.g. tailift, special vehicle for delivery point access etc., additional charges may be incurred.

Please ensure that any supplied print items forming part of a mailing allow sufficient overs for mailing production. Details of specific overs requirements are available upon request.

Unless otherwise stated, the data processing element of any direct mail quote is based on simple formatting i.e. no embedded variables within the fixed text and using common font per line of output. Formatting that doesn't meet this criteria will be quoted separately.

Data will be held for 6 months and then securely erased. Should you wish data to be returned on the media supplied there will be a charge of £20 per dispatch.

If you are planning to use a postal product or service that requires a machine sortation, it is the customer's responsibility to ensure that all criteria relating to formal accreditation have been satisfied prior to production.

Artwork and origination/stereo costs for printed poly-film are not included in any quotation unless otherwise stated. These will be charged additionally upon sight of final artwork.

St Ives Direct Limited  
Ring Road, Seacroft, Leeds LS14 1NH  
T 0113 201 8500 F 0113 201 8555  
W [www.stivesdirect.co.uk](http://www.stivesdirect.co.uk)