

Terms and Conditions - Jellyfish Graphics

These Terms and Conditions ("Agreement") govern the use of services provided by Jellyfish Graphics ("Company") to the customer ("Customer") in relation to the printing business. By engaging with our services, the Customer agrees to be bound by these terms and conditions.

1. Services Offered: Jellyfish Graphics offers a range of printing services, including but not limited to:

- Screen Printing
- Direct to Garment Printing
- Sublimation/HTV Printing
- Embroidery
- UV Printing
- Canvas Printing
- Signs and Banners
- Vehicle Graphics
- Paper Products
- Graphic Design
- Promotional Items

2. Ordering and Payment:

2.1. Orders must be placed by the Customer in writing, either through our website, email, or in person. The order should include specifications, quantities, artwork files, and any other relevant details.

2.2. Upon receiving the order, the Company will provide a price quote to the Customer. The quote will include costs for services, materials, and applicable taxes.

2.3. Payment for the order must be made in full before the start of production. The Company accepts payment via cash, credit/debit cards, or other mutually agreed-upon payment methods.

2.4. In the case of large orders or custom projects, a deposit may be required before the commencement of work. The deposit amount will be determined by the Company and communicated to the Customer.

3. Artwork and Design:

3.1. The Customer is responsible for providing accurate and print-ready artwork files. The Company will not be held liable for any errors or inaccuracies in the artwork provided by the Customer.

3.2. If the Customer requires graphic design services, the Company can provide assistance at an additional cost. The scope and pricing of graphic design work will be agreed upon by both parties before commencement.

3.3. The Company retains the right to refuse to print any artwork that is offensive, violates intellectual property rights, or is otherwise deemed inappropriate.

4. Turnaround Time:

4.1. The Company will make every effort to complete orders within the estimated timeframe provided to the Customer. However, the turnaround time may vary depending on the complexity of the project, order volume, and availability of materials.

4.2. The Customer will be notified in case of any unforeseen delays that may affect the completion or delivery of the order.

5. Quality and Acceptance:

5.1. The Company strives to deliver high-quality printing products and services. However, slight variations in color, texture, and positioning may occur during the printing process. Such variations will not be considered defects.

5.2. The Customer is responsible for inspecting the final product upon delivery or collection. Any defects, errors, or discrepancies must be reported to the Company within 48 hours of receipt. Failure to report within the specified timeframe will be considered acceptance of the order.

6. Intellectual Property:

6.1. The Customer represents and warrants that they have the necessary rights and permissions to use any provided artwork, logos, or designs for printing purposes.

6.2. The Company retains no ownership rights over the Customer's artwork, logos, or designs. However, the Customer grants the Company a non-exclusive license to use such materials solely for the purpose of fulfilling the order.

7. Cancellation and Refunds:

7.1. Orders cannot be canceled once production has started. Any cancellation requests prior to production must be submitted in writing and are subject to the Company's discretion.

7.2. In the event of a cancellation before production, the Company may retain the deposit or charge a cancellation fee to cover any costs or losses incurred.

7.3. Refunds or credits will only be issued if the Company is unable to fulfill the order due to reasons within their control. Refunds will be processed based on the amount paid by the Customer.

8. Limitation of Liability:

8.1. The Company shall not be liable for any indirect, incidental, consequential, or punitive damages arising from the use or inability to use the products or services provided.

8.2. The Customer agrees to indemnify and hold harmless the Company from any claims, damages, losses, or liabilities arising out of the use of the printed products or services.

9. Governing Law and Jurisdiction:

9.1. This Agreement shall be governed by and interpreted in accordance with the laws of the State of Minnesota. Any disputes arising out of or relating to this Agreement shall be subject to the exclusive jurisdiction of the courts in Sherburne County, Minnesota.

10. Modification of Terms:

10.1. The Company reserves the right to modify or update these terms and conditions at any time without prior notice. The updated terms will be posted on the Company's website or communicated to the Customer.

By engaging with Jellyfish Graphics' services, the Customer acknowledges and agrees to abide by these Terms and Conditions.