

Terms and Conditions

1. Scope of These Terms

1.1 These terms and conditions ("Terms") govern the relationship between 99 Print ("we," "us," or "our") and the customer ("you," "your") for any products or services ("Products") ordered through our website, www.999Print.co.uk or directly to our team by Email.

1.2 By placing an order through our Website, by Email or in person, you agree to these Terms, which supersede any other terms you may propose, unless expressly agreed by us in writing.

1.3 Any discrepancies between these Terms and other documents provided by 999 Print shall default to these Terms unless otherwise stated.

1.4 It is your responsibility to review these Terms before placing an order. We recommend saving or printing a copy for future reference. For this, we have included a downloadable and printable version as a PDF document "999 Print Terms & Conditions" on this site.

1.5 999 Print reserves the right to amend these Terms periodically. Ensure you check the current Terms before placing an order.

2. About Beariver Graphics

2.1 999 Print operates the Website www.999Printco.uk and also processes orders by Email. We are a UK-based printing and signage company, with our main office located at [Address to be confirmed in England].

2.2 You can contact us via our Website's contact form or email at contact@999Print.co.uk.

3. Formation of Contracts

3.1 Orders must be placed electronically through our Website or by Email. We do not accept orders by phone or in person without a written request stating the acceptance of our prices and production deadlines.

3.2 After placing your order, you will receive a confirmation email summarizing your order. This email serves as a confirmation that an agreement is formed.

3.3 Artwork and other order details must comply with our printing requirements as outlined on our website "Artwork Guidelines". It is your responsibility to supply print files as per our artwork guidelines to guarantee that your product is produced in high quality.

4. Customer Responsibilities

4.1 Customers ordering as businesses confirm they have the authority to bind their business to these Terms.

4.2 You are responsible for ensuring the artwork and other materials submitted are free from errors and meet our specifications. It is your responsibility to supply print files as per our artwork guidelines to guarantee that your product is produced in high quality.

4.3 999 Print reserves the right to reject or cancel orders containing offensive, discriminatory, or unlawful content.

5. Artwork and Proofs

5.1 All orders are processed based on the artwork and data submitted by you. Ensure your submissions comply with the artwork guidelines provided on our Website.

5.2 Standard checks on submitted artwork are conducted to ensure basic compatibility, but we do not guarantee error-free review.

5.3 Premium proofing and editing services are available for an additional fee. Minor variations in color or layout after processing are not grounds for rejection unless explicitly agreed upon in advance.

5.4 999 Print reserves the right to adjust artwork for scaling or alignment if needed for production purposes.

6. Cancellations and Refunds

6.1 Orders for customized Products cannot be canceled or refunded once production has started.

6.2 If you cancel an order before production begins, a full refund will be issued, excluding any fees for services already rendered, such as graphic design, proofing or artwork adjustments.

6.3 If we determine your artwork or order content is unsuitable for production, we may cancel the order and issue a refund, subject to deductions for costs incurred.

7. Pricing and Payment

7.1 Prices for standard products are displayed on our Website and include applicable taxes unless stated otherwise. Prices for bespoke orders are provided by email and will indicate which are subject to applicable taxes.

7.2 We reserve the right to adjust pricing due to errors or changes in costs. You will be informed of any changes by email before production.

7.3 Payment must be made at the time of order placement unless otherwise agreed in writing. Payments can be made in our website for standard products or by a Payment Link sent via email for bespoke orders.

8. Delivery

8.1 Delivery times are estimates and not guaranteed. We are not liable for delays caused by factors outside our control.

8.2 Risk and ownership of the Products transfer to you upon delivery to your designated address.

8.3 For any undeliverable orders due to incorrect details provided by you, additional delivery fees may apply.

9. Liability

9.1 999 Print liability for faulty or defective Products is limited to the price of the affected order.

9.2 We are not liable for indirect or consequential losses, including lost profits or business opportunities.

9.3 We are not responsible for errors or defects arising from artwork or data submitted by you that do not meet our format requirements.

9.4 We are not responsible to check the spelling of text, contact details and intellectual property of branding, logos and images submitted by you.

10. General Provisions

10.1 These Terms are governed by the laws of England and Wales. Disputes shall be resolved in the courts of England and Wales.

10.2 Any waiver or modification of these Terms must be in writing and agreed by both parties.

10.3 If any provision of these Terms is deemed invalid or unenforceable, the remaining provisions remain effective.

Contact Us For any queries regarding these Terms or your orders, please reach out to us at contact@999Print.co.uk or visit our Website at www.999Print.co.uk.

11. Same day printing and next day delivery

11.1 As stated on our website: "No matter where you are! We print today and deliver tomorrow across the UK." This offer applies to a variety of eligible products but not all. The term "tomorrow" refers to next working day delivery, and applies only to orders placed on business days (Monday to Friday), excluding weekends and public holidays, unless a Saturday delivery is specifically requested as described in point 11.3.

11.2 To qualify for same-day printing, orders must be confirmed and print-ready files submitted by 12:00 PM (noon) on the day of the order.

11.3 Next-day delivery is available Monday to Friday. Deliveries are not made on weekends unless a Saturday delivery is requested in advance. Saturday deliveries incur an additional fee of £14.90 and are only available via Royal Mail.

11.4 All files must fully comply with our artwork print requirements, which are outlined on our website. Failure to do so may result in delays or printing errors.

11.5 Orders are dispatched using trusted courier partners such as UPS, FedEx, DHL, and Royal Mail.

11.6 999Print Ltd. is not liable for delays caused by third-party delivery companies once the order has been dispatched.

11.7 Customers are responsible for ensuring accurate shipping information. Failed deliveries due to an incorrect address or the absence of a recipient at the delivery location are the sole responsibility of the customer.

11.8 Once dispatched, 999Print Ltd. cannot alter delivery addresses or arrange additional delivery attempts on the same day. These matters are outside our control once the parcel is in the hands of the courier.

11.9 If an order is returned to us due to a failed delivery, a re-delivery fee of £14.90 will apply for the next-day shipping attempt.

11.10 Returned orders cannot be cancelled or refunded, as per our cancellation policy stated in Section 6.1. No credit or refund will be issued in such cases.

Contact Us For any queries regarding these Terms or your orders, please reach out to us at contact@999Print.co.uk or visit our Website at www.999Print.co.uk.