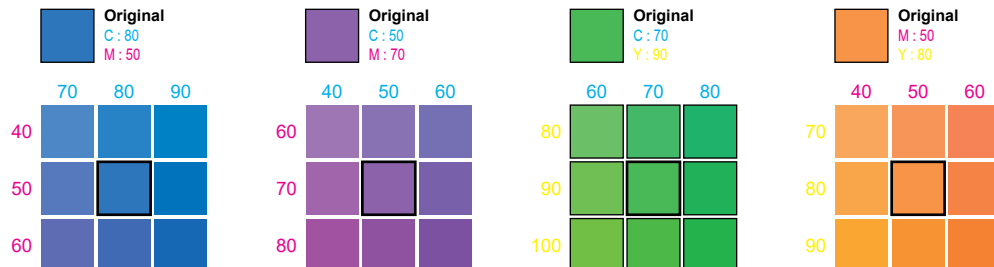# ACCEPTABLE PRINT POLICY

1. Colour Discrepancy

For CMYK process printing, our acceptable standards is within 10% of the original intended colour. Colour discrepancies will occur within the same print run (Eg. The colour of each individual printout in a single print run may differ from each other by up to 10%). Colour discrepancies may also occur in separate print runs of the same artwork on separate occasions (Eg. When reprinting a print job using the same artwork used previously, colours may also differ by up to +/-10% even though the same artwork is being used.)

| | **Original**
C : 80
M : 50 | | | **Original**
C : 50
M : 70 | | | **Original**
C : 70
Y : 90 | | | **Original**
M : 50
Y : 80 |

	70	80	90
40			
50			
60			

	40	50	60
60			
70			
80			

	60	70	80
80			
90			
100			

|	40	50	60
70			
80			
90			

2. Variances of Colours

Variances of colour within the same batch of printing is deemed acceptable if the colour varieties fall within 10% of original colour. We cannot be held liable for colour variations between jobs printed in different batches at different ordering periods.
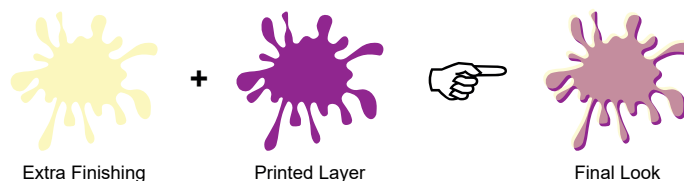
Batch 1   2   3   4   5
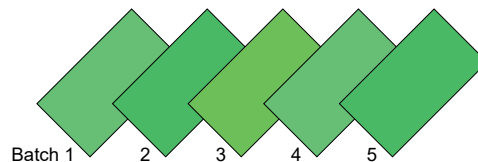
3. Tolerance of the cutting edge: +/- 1mm

Cutting will not be 100% accurate for all 4 sides. Artwork design with border need to take note that the final printout might not be 100% accurate.

Artwork Design   Final Look   *or*   Final Look
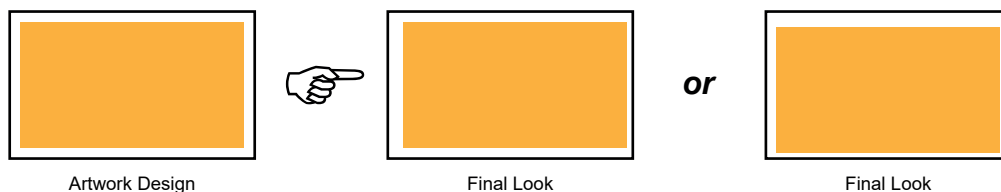
4. Tolerance of extra finishing (Spot UV / Hotstamping / Die-cut / Embross): +/- 1mm

Extra Finishing   +   Printed Layer   Final Look

5. Bubbling from Lamination

Bubbling after lamination is deemed acceptable if it is less then 1mm in diameter.

RETURN POLICY

If you are not satisfied with your printed goods (excluding those stated inside Acceptable Print Policy), please email us within 1 week (7 days) upon receiving your order. Please state your order/invoice number and reason for dissatisfaction. We will review your request and work with you to meet your expectation.

Please note that we are not responsible for:
a. Defects due to C+M+Y+K value more than 250 (Especially for Gray, Brown, Purple and Green Colour)
b. Incorrect actual size, bleeding size, and image too near to the cutting edge.
c. Spelling, punctuation or grammatical errors on the artwork provided/approved by the customer.
d. Inferior quality or low-resolution of images provided/approved by the customer.
e. Errors in user-selected options such as choice of finish, quantity or product type.