

TERMS AND CONDITIONS:

1. All print estimates are not final until all materials are received and reviewed. REPRO reserves the right to re-quote a job if materials provided do not conform to this quotation. Until materials are evaluated, no claim or promise is made regarding REPRO's ability to do the job. Quotations are provided based upon the accuracy of specifications supplied and are provided without review of an actual sample of printed pieces.
2. Quote does NOT include VT sales tax. If you are tax exempt, you must provide REPRO with a tax exempt certificate prior to billing.
3. A separate schedule noting dates of materials, proof, proof acceptance and delivery will be sent in December to lock in.
5. **No additional charges will be billed for print-ready files supplied. Any additional prepress work required to make the files print-ready will be billed at \$100.00/hour. PLEASE READ PAGES 3 & 4 CAREFULLY!!!**
6. A hard copy proof is used to simulate how the printed piece will look. Should a PDF proof be requested in lieu of a hard copy proof, REPRO will not be held responsible for color discrepancies or type reflow on the actual printed piece. It is entirely the customer's responsibility to make certain that no images or text is missing from the proof(s) regardless if it is a Printer's (PE) or Customer's (AA) error.
7. Corrections to proof will be noted on a proof release form. Until the proof release form is returned, no additional work will be performed. REPRO will not be responsible for undetected production errors if: A) Client waves the proof, B) the work is printed per the Client's OK, C) requests for changes are communicated orally.
8. Mailings are not done in-house. REPRO supplies an outside vendor with printed matter to be mailed. All sorting, labeling, etc. is done by mailhouse and delivered to the United States Postal Service distribution facility. Any postage due must be received prior to mailing. REPRO agrees to have your finished material delivered to the Post Office by agreed upon date. Once the product is in the postal system, actual delivery dates to mailboxes is solely and completely up to and at the mercy of the United States Postal Service. Postal regulations state that they have up to 7 (seven) business days to delivery presorted bound material. Postal regulations are subject to change at any time.
9. Payment shall be whatever was set forth in the quotation or invoice unless otherwise provided in writing. Claims for defects, damages, or shortages must be made by the customer in writing within a period of fifteen (15) days after delivery of all or any part of the order. Failure to make such claim within the stated period shall constitute irrevocable acceptance and an admission that the customer fully complies with terms, conditions, and specifications.
10. Your signature accepting this quotation or your purchase order represents acceptance of the pricing AND credit terms above. Further, you have authorized REPRO to proceed to order the necessary material, paper, ink, etc. to produce your job in accordance with the agreed upon schedule and specifications. In the event of cancellation, for any reason, you are responsible for any and all cost incurred for all material ordered that cannot be returned or for restocking costs of such material.

SUBMITTING MY REPORT

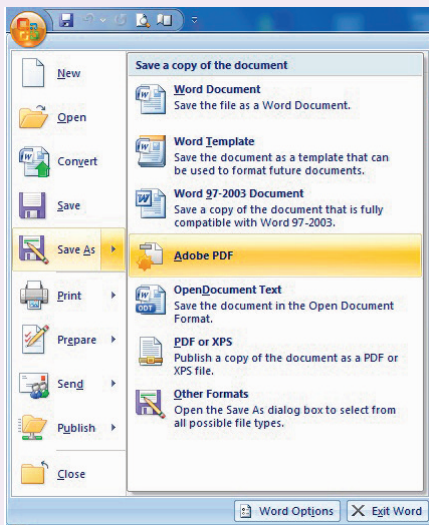
There are two options for submitting your report without incurring additional charges:

OPTION 1: Email or upload to our website **one COMPLETE PDF file** created directly from a design program (such as InDesign or Quark) or your desktop Microsoft program. *(See dos and don'ts listed below)*

OPTION 2: Provide a clean, **complete hardcopy for us to scan** *(See dos and don'ts listed below)*

OPTION 1 DOS:

- Set up document to the page size of your report (i.e. 8-1/2" x 11").
- Recommended margins of a minimum of 1/2" on all four sides
- Save or Export your file as a PDF. If using Microsoft Word or Publisher:



- If using Quark or InDesign, please contact Mary for specific instructions on creating your PDF file.

OPTION 1 DON'TS:

- Do not scan a printed copy of your report on your office scanner or fax machine. The quality will be poor and the pages are likely to be scewed.

OPTION 2 DOS:

- Provide a clean, printed copy of the entire report.
- Hardcopy should be printed single-sided.
- Hardcopy should be printed on clean, white paper.
- The digital files of photos that appear in the hardcopy should be emailed to Mary to insert into the scan we will make. If you need us to scan original photos for insertion we will do that as well (at no charge).

OPTION 2 DON'TS:

- Do not scan or send a photocopy of the report as a hardcopy; it is best to send an actual printed copy.
- Do not print 2-sided.
- Do not use recycled paper as the "flecks" or recycled content can show up when we scan.

F.A.Q. AND BILLABLE CHARGES

◆ **What if I am unable to do either of the two options¹?**

We accept native files created in InDesign or Quark, along with all links and fonts collected. Microsoft program files are **not** acceptable native files. We WILL accept individual PDF files created out of any Microsoft programs. All Microsoft programs are designed to work on individual desktop computers. Because they do not collect fonts and settings like actual design programs, the actual document can vary from computer to computer. The most common problems are type-reflow and font substitution. Saving as a PDF from the Microsoft program basically locks in all of the elements so there is less room for error. **We will put all of the individual PDF files together into one complete document for you, however, it will be billed at \$100/hour and files must be titled in the exact order you want them to appear in the report (i.e. "01_contents"; "02_officers"; etc.) and will require advance notice and will add delays to your originally scheduled dates.**

◆ **Can I still send Microsoft files (Word, Excel, Publisher, Power Point)²?**

No, only PDF files will be accepted.

◆ **Do I create my Index/Table of Contents²?**

Customer is expected to create this. If you require REPRO to index your report or create the table of contents there will be an additional \$100.00 fee. **REPRO WILL add the page numbers/header or footer to the report at no charge.**

◆ **What if I want to make corrections once I see my proof³?**

Any corrections made after you receive the proof will be billed at \$10.00 per page, plus \$25.00 for each additional proof. This includes anything from adding punctuation to replacing the entire page. Corrections at this stage WILL change your originally scheduled delivery date. Printer's Errors will be corrected at no charge.

◆ **The size of my books is NOT a standard size (8-1/2" x 11") book but all my files are created at letter size.⁴**

Your files need to be set up as the same size as the trim size. We can reformat the pages for you from a letter-sized page, but keep in mind that scaling an 8-1/2" x 11" page down to one of the aforementioned sizes is not proportional so the final pages may appear "stretched." **We can reformat your files to the correct trim size at an additional charge of \$100.00/hour.** Generally, this takes at a minimum of 2 or more hours and will add delays to your originally scheduled dates.

◆ **I want to add/remove pages than what I was quoted. What is the charge?⁵**

There is a line item on the bottom of your quote that will tell you the cost for each ± 2 page or ± 4 page increment. Simply multiply the number of increments by the corresponding cost and add/subtract from your quoted price.

◆ **Will I receive a PDF of my final report?**

Yes, however, the file will not be sent until the last week in February at an agreed upon date in the schedule you will receive. Because the PDF files are created from the final print files they tend to be large. We will do our best to make them as small as possible without losing clarity for you to upload to your website, but, more than likely, they will not be a size that can be emailed.

IF REPRO IS MAILING THE REPORTS:

◆ **How many days will it take for my printed piece to be delivered once they are received by the US Postal Service?⁶**

Once we process and label the printed pieces for mailing they are delivered to the USPS Distribution Center in Burlington. **Once the printed pieces are in the Postal System, actual delivery dates to mailboxes is solely and completely up to and at the mercy of the United States Postal Service. Postal regulations state that they have up to 7 (seven) business days to deliver presorted bound material. Most generally, in Vermont delivery takes an average of 3-4 days.**

◆ **Is postage included in my price?⁷**

Postage is **NOT** included in the price and must be paid separately, prior to mailing. **Checks should be made out to US Postmaster, and sent to REPRO.** Or, if you prefer, you can call us with a credit card to process the postage, however, we will add a 3% service charge to the total amount. We will not be able to give you an accurate postage amount until we have a proof that we can weigh, and your supplied mailing list.