



Terms of Service and New Policies and Procedures

Porter Media Group, LLC has recently implemented several new policies and terms of service that will take effect on March 1, 2012. Please take a few minutes to familiarize yourself with these policies. If you have any questions feel free to contact a Porter Media Group representative at 1.855.PORTER.1.

Porter Media Group, LLC policy for revisions and express services has changed. All same day (rush job or weekend) requests will be subject to a \$50 surcharge. This new policy will assist in managing all of our respective client projects in a productive and cost efficient manner. Also now in affect: There is a maximum limit of three revisions included in all design fees. These revisions do not include major typography or graphic / layout changes. Major content changes (anything that affects the original layout) will be considered a new design and will acquire an additional fee of \$50 per side. Additional revisions / modifications per request of our clients, in any manner, (not on account of Porter Media Group, LLC) will subsequently acquire a fee of \$25 for each set of revisions. This new policy has been implemented in order to steer clear of miscommunication between the designer and the client and to provide you with a quality product, in a timely manner. As our workload continues to expand, our clients do as well. So we humbly ask for your cooperation in order to make your creative experience as smooth as possible.

Under no circumstances will content for projects be accepted over the phone or in a text message. All new order request, revision / modification requests, and order confirmations and approvals MUST be received via email. This policy will assist in maintaining adequate paperwork and will help to significantly minimize miscommunication between our clients and Porter Media Group, LLC.

Although we strive for excellence with every project, there may be an instance where we overlook and / or misplace content in your design. We ask that you carefully proof projects before sending an approval. After a confirmation of approval has been received your order immediately goes to Batch Prep for printing. Porter Media Group, LLC will not be liable for any errors found after orders have been submitted and approvals received. If any orders have to be pulled off of Batch Prep for printing, and resubmitted for Batching, there will be an additional 50% fee of the total cost of your print order, plus \$25 for basic artwork changes.

Business Hours: Monday – Friday: 9am – 5pm

After Hours Policy: Subject to a \$50 surcharge; for any work that must be completed outside of normal business hours

Turn Time: Design proofs are generated within 48-96 hours of receiving all necessary items needed to create your draft. No projects will begin until all information has been received. Any proofs that require Same Day - 24 hour turn time will be subject to a \$50 rush fee. Rush print and rush shipping is available at an additional rate. Please contact a representative for more details on rush print and shipping options.

This statement does not apply to booklets of any sort: Common print production and ship times combined are 7-10 business days. This can be longer for orders with special finishing / features such as: round corners, plastic cards, spot UV, silver ink, and metallic or foil orders. Also, shipping with rush orders, even with standard ground, will be a higher rate than that of shipping ground with standard production times - this can also vary on the destination of your package.

Color Control: Please be aware that the color of graphics and images, especially the colors Blue and Purple, may look different from on-screen proof vs. printed products. Colors may vary due to other projects in the batch print, paper type, equipment type, and coatings; aqueous, varnish, or UV. For exact color matches we suggest utilizing the PMS color matching system.

Shipping: UPS is our primary shipping service. We will work with our UPS partners closely to make sure your orders are delivered on time. Porter Media Group, LLC is not responsible for shipping that is delayed due to weather conditions or matters on account of UPS, Inc. Please contact an associate for more information on our shipping policy.

Payment Policy: Unless otherwise specified in writing by PMG, any orders under \$200 must be paid in full upfront before a new project begins. All orders must be prepaid a minimum of 50%. No personal checks will be accepted. Any returned check fees will be added to your balance. Any direct ship orders must be prepaid in full before the order is submitted for print. All major credit cards are accepted as well as PayPal. We also accept Cashier Checks. No Money Gram or Western Union payments will be accepted.

Return Policy: Please be advised that deposits are non-refundable. Porter Media Group, LLC will work closely with our clients to make sure these instances are avoided. After a project has begun no refunds will be issued. If there was an error on account of Porter Media Group, LLC with your printed order, we will reprint and ship it at no additional costs to you.

Copyright Policy: Porter Media Group, LLC will not be held liable for any copyright infringements. We encourage all clients to only submit photos and literature that they are licensed to publish.

Prices are subject to change at any time. Porter Media Group, LLC reserves the right to terminate client accounts if the business relationship is deemed unprofitable and / or unhealthy for either party by Porter Media Group.