

Operating Policies

Copyrighted Material

Purchaser represents and warrants that by requesting Strato Grafix to reproduce any copyrighted work, purchaser has either: (1) obtained permission from the copyright owner to reproduce, distribute and display such copyrighted work, or (2) will use the reproductions prepared by Strato Grafix solely for teaching, research, scholarship, or for criticism, comment or reporting, and will not sell or use the reproduction in any manner to direct financial detriment of the copyright owner, or in any other manner which infringes any copyright. The customer assumes all liabilities under copyright laws. Purchaser agrees to hold harmless and to indemnify Strato Grafix for all cost, expenses, attorney's fees, or judgments resulting from any claim or lawsuit against Strato Grafix at the request of the purchaser.

Liability

We use extreme care in working with your prints and original artwork. Submitting artwork to Strato Grafix for processing constitutes an agreement by you that if such artwork is damaged, lost, or not returned by us, our liability is limited to the replacement of an equivalent amount of media. Original art will be left at customer risk only and is not subject to replacement. Strato Grafix assumes no liability for loss or damage to orders during transportation to and from our office. Any item of value sent by the customer should have the necessary insurance to cover such occurrence. Color plotting dyes and toners may change over a period of time. Therefore, we will not be responsible for any changes in color or density.

Overtime Services

Should you require us to work overtime, there will be an additional charge of \$40.00 per man hour, plus the cost of the service.

Additional Charges

Should you require us to perform services that require additional labor or time not covered under usual unit prices, there will be an additional charge of \$40.00 per man hour, plus the cost of service. Computer technical assistance will be billed at \$100.00 per man hour. Monochromatic computer design will be billed at \$45.00 per man hour and color computer design will be billed at \$80.00 per man hour. Any computer files that must be returned to the customer for incomplete setup will be charged a \$15.00 service fee.

Remakes

Jobs requiring remakes must have the original and the prints returned within two working days to be reviewed by our specialists. All work done by us must be returned along with the original invoice.

Pick Up and Delivery Services

For our clients pick up and delivery will be handled on a call-in basis. Pick up and delivery charges may apply, contact your local Strato Grafix Sales Representative for details. We also ship via Federal Express and UPS.

Minimum Purchase

Minimum invoice charges are applied for work which is charged to an account where the charge is less than \$12.50. This charge covers the administrative expense to provide the service itself, the invoice, filing mailing, computer time to input the order, etc. Orders below this threshold should be paid in cash at the time the services are rendered to avoid this charge (and subsequent labor on our part to further process the credit order).

Credit Account/Billing

All invoices are C.O.D. unless a credit application has been completed and approved. All invoices are due and payable NET 30 DAYS.

Visa, MasterCard, or American Express

We accept Visa, MasterCard, and American Express. Charges will not be applied to your card until your work is completed.

Regular Business Hours

**1 North Avenue
Burlington, MA 01803
Monday - Friday 8:00 AM to 5:00 PM**

PlanWell Services available 24/7/365 at all StratoGrafix locations.

We are available to work evenings and weekends.
Please refer to overtime services above.

ALL PRICES SUBJECT TO CHANGE WITHOUT NOTICE





www.stratografix.com

BURLINGTON OFFICE
Attn: Accounts Receivable
FAX: 781.272.7687

For Office Use Only:

CUSTOMER #

DATE SLSM #

BRANCH

Application for Credit Account

PLEASE PRINT OR TYPE

NAME OF BUSINESS IN BUSINESS SINCE

BILLING ADDRESS CITY STATE ZIP

PHONE # () FAX # () FED ID #

PHYSICAL ADDRESS CITY STATE ZIP

PHONE # () FAX # ()

LINE OF BUSINESS

CHECK ONE: Corporation Partnership Sole Proprietorship Non-profit Governmental

IF INCORPORATED, NAME & TITLE OF OFFICERS

IF BRANCH OR DIVISION, HOME OFFICE ADDRESS

CITY STATE ZIP HOME OFFICE PHONE # ()

IF SOLE PROPRIETORSHIP, NAME SSN#

INDIVIDUAL'S HOME ADDRESS

CITY STATE ZIP HOME PHONE # ()

BANK NAME ACCOUNT # (S)

BANK ADDRESS PHONE # ()

ESTIMATED MONTHLY PURCHASES CREDIT LIMIT REQUESTED \$

CREDIT REFERENCE ADDRESS CITY/STATE/ZIP PHONE FAX (required)

1.

2.

3.

TAX EXEMPT? YES NO Tax Exemption Certificate (not Permit) must accompany the application.

ARE PURCHASE ORDERS REQUIRED? YES NO PROJECT NAME OR NUMBER REQUIRED? YES NO

The information above is given to obtain an open charge account with Strato Grafix Ltd. Strato Grafix is authorized to make any credit inquiries necessary for approval according to the Federal Fair Credit Reporting Act U.S. Law 91-508 (15USC1681). I certify that the above is correct and that I have the authority to incur liabilities in the name of the company. I understand that the person signing this credit application on behalf of the purchaser personally and individually guarantees the full and prompt performance of the purchaser and the payment of all sums due seller, notwithstanding the amount, if any, set forth as the desired credit line. In order to encourage prompt payment, a delinquent charge of 1.5% will be levied on all past due accounts. Upon default of payment, applicant agrees to pay collection agency fees not to exceed 25%, reasonable attorney fees and costs of collection that may be incurred. I understand that the credit terms are NET 30 DAYS. Minimum invoice is \$12.50.



AUTHORIZED SIGNATURE DATE

PRINT/TYPE NAME

TITLE

ACCOUNTS PAYABLE EMPLOYEE NAME PHONE # ()



THE IMAGE COMMUNICATIONS TEAM