

TERMS AND CONDITIONS

Satisfaction Guarantee: PrintGen, LLC is confident that you will be completely satisfied with quality of your customized products that we produce and deliver. If you are dissatisfied with your order for some reason, please contact PrintGen Customer Service at info@printgen.com or 888-387-3430 within five (5) days of receipt of your order. PrintGen, LLC will work with you to make corrections to your satisfaction or will issue refund of the purchase price.

Artwork Submission & Production: PrintGen, LLC supports our quality of work fully; however, taking into consideration the variables involved in the print-on-demand industry, there are certain things beyond our control. We are unable to guarantee that the color selection seen on a computer monitor will match exactly to the colors printed via four-color printing process for the products ordered through PrintGen, LLC. Instead, we guarantee finished products with industry standard "pleasing color", and will offer recommendations to help correct the customer-submitted artwork files to ensure results with "pleasing color."

PrintGen, LLC takes full responsibility for producing printed product at a high quality in conformance with accepted industry standards. This includes proper cutting, proper color registration, general printing quality and production in accordance with committed scheduling. The customer must accept full responsibility for submitting full bleed artwork files in the required format and without corruption, at the required resolution, orientation and color rendering. The customer also is responsible for correct and complete copy with no errors in grammar or spelling. Any corrections necessary to the above items are the responsibility of the customer. This is accomplished by thorough proofing and review of your order during the ordering process. For more details on submitted artwork file expectations and recommendations, please see Artwork Guidelines.

Artwork Copyright: By submitting photos or images to PrintGen, LLC for use in any way such as, but not limited to, design projects, cross-media campaigns, print production or reproduction, or storage, the site user submitting the imagery agrees and certifies that they have the legal copyright to the materials to be printed or stored. PrintGen, LLC reserves the right to refuse to store or print any nude or pornographic photos or images.

Approval Process

You will be in control of your design choices and previews throughout the entire design process when working with PrintGen, LLC. Please review your work thoroughly as you complete each step to ensure your information is correct and accurate. Once your design is complete and you place the order, you will be asked to confirm the order. By confirming the order, you will approve the artwork in the PDF Preview, and agree that the spelling, content and layout are correct. PrintGen, LLC guarantees that the document will print exactly as it appears in the PDF Preview. At this time, you understand and agree that you cannot make any changes once the order has been placed.

Production Time

We pride ourselves on our exceptional quality and service. Your product will ship within 3 working days from the day you place your order. Working days are business days: Monday through Friday between 8:30 a.m. to 5:00 p.m., no holidays or weekends.

Data & Privacy: The personal information collected from you at the time you place an order will be stored in our database and used to accept payment for your order. Under no circumstances will this information be passed to a third party for marketing purposes. In the event we are required to provide our customer information to another party for internal use, such as the U.S. Government, we will provide this information to them using the most secure communications possible. As diligent as we are, due to the nature of current communication protocols such as the Internet, we are unable to guarantee that your personally identifiable information will not be intercepted by outside individuals throughout the transfer process.

Contact: Your contact information is private. We will only contact you if there is a problem or question with the information or artwork you provided with your order.

Supply: We agree to supply you with the products described on this website in the turnaround time stated in your selected shipping instructions at the time of the order. You will be notified by email within 24 hours if there is a problem with inventory levels when you place your order.

Delivery: We rely on the United States Postal Service or other suitable carriers for expedited deliveries to uphold their delivery guarantees. We are not legally held liable for delays in delivery once our product has been relinquished to them for delivery to our customers.

Payment: Acceptable payments for PrintGen, LLC services and products are Visa and Mastercard. Charges to selected payment cards will be applied at the time of purchase.

Refunds: If you are dissatisfied with your order for some reason, please contact PrintGen Customer Service info@printgen.com or 888-387-3430 within five (5) days of receipt of your order. PrintGen, LLC will work with you to make corrections to your satisfaction or will issue refund of the purchase price. In the event of loss, late delivery or dissatisfaction with the products, and a replacement is not acceptable a full refund will be applied back to the credit card used in the initial transaction. Our major concern is to maintain our professional and satisfied relationship with you, our customer.

Complaints: We take any customer complaints very seriously and will respond to you quickly. Customer questions and concerns can be made via email at Customer Service.

Law and Jurisdiction: Any contract for your purchase from PrintGen, LLC is governed by and has to be interpreted under the United States legal system, and you agree that such contract will be subject to the non-exclusive jurisdiction of the United States courts.

Changes to Terms & Conditions or Privacy Policy: PrintGen, LLC reserves the right to modify to our Terms & Conditions or Privacy Policy at any time. In the event of a grievance, the terminology and standards listed on the site on the date of question will take precedence in the situation.