



Cancellation Policy:

A customer may cancel an order that has been submitted as long as the order has **not** been printed. If the order is in production and has been printed, the customer will be responsible for any material(s) that has been used for the order. All customers **must** cancel the order in writing by sending an email to mailer@clayton.k12.ga.us with an explanation as to why the order is being cancelled and reference the order number and the job name.

To cancel *Graphic Design* job(s) that has been designed, all customers **must** also cancel the order(s) in writing by sending an email to mailer@clayton.k12.ga.us with an explanation as to why the order is being cancelled and reference the name of the job.

Copyright Policy:

We at Clayton County Public Schools Printing and Mailing Services prohibit any printing of copyrighted materials. We are committed to respecting the rights of copyright holders and complying with the copyright laws. Before an order can be processed, a copy of the Printing Requisition form along with written proof of the copyright release **must** be provided.

Estimate Policy:

Estimate are only good up to **7 *working business days***, after receiving complete approval. All estimates are subject to change without notice and is based upon present costs and availabilities. If estimate is accepted beyond the **7 *days*** and changes are made to the job specifications on which we based the offer, we cannot guarantee the prices quoted and another estimate maybe required. Please keep this time line in mind as you make plans for the outcome of this job.

First Priority Policy:

Printing Services provides printing support exclusively for the school district. We also provide services for our stakeholders, government agency and for personal printing. Printing Services acknowledges the importance of addressing urgent orders, but highlights the challenge of balancing them with other scheduled requests. Orders are printed in the order which they are received. Due to the high volume of daily districts orders, we ask that our internal and external customers submit their orders in advance so we can better accommodate ***all*** customer needs.

Orders for non-district-related are subject to availability, especially during peak seasons. Orders placed during peak seasons may experience extended delays for processing due to high demand. If an order cannot be complete within the requested timeframe, some form of notification will be provided to the customer allowing other printing alternatives.



Graphic Design /Digital Infographics Policy:

Printing Services offers competitive graphic and digital designing solutions tailored to meet our customers' needs. To ensure optimal results, please submit all graphic design requests at least **two weeks** in advance, allowing for **15 working days** to complete any new projects or revision requests. A [Graphic Design Request Form](#) must be provided along with all necessary content, including files, spreadsheets, pictures, images prior to the start of the design process. The submission date is the date on which all required information is received. Missing information will result in delays. ***Graphic Design Fee (\$25.00 per hour), a minimum of 3 revisions per order. (e.g., every 4th, 7th, 10th revision, etc., will be charged an additional \$25.00 fee).*

Turnaround time varies depending on the complexity of the job. To allow for adequate processing, advance notice of at least **two weeks** is generally recommended; however, required lead time may vary based on peak or off-season demands.

Modification Policy:

Printing Services offers standard modifications for those customers that have paid for graphic design services from a previous order. Standard modifications include minor changes such as date, time, location, or single-image adjustments, at no extra charge. Major modifications include a full-page change, entire paragraph edits, or multiple adjustments to dates, times, locations, and images will be considered graphic design work and will incur a design fee. Additionally, modifications requiring a restricted timeframe (*same day, next day or within the next 4 business days*) will incur a rush fee.

Quote / Estimate Policy:

Estimates are based on a turnaround of **5 to 7 working days** from the date we received full approval of the PDF proof. Any adjustments to the final proof may require additional time. Prices are subject to change and are established at the time of order acceptance by CCPS Printing Services.

Proof Order(s) Policy:

A signature is required for all graphic / digital infographic designs. Printing Services does not assume financial responsibility for reprinting if typographical errors (yours or ours) are discovered on the final product after this approval form has been signed.



Prohibiting Policy:

Clayton County Public Schools Printing Services has the right to reject printing orders that may exhibit unauthorized graphics/images of alcohol, illegal drugs, narcotics, hallucinogens, amphetamines, barbiturates, marijuana, stimulants, tobacco related products, vaping, hookahs, juling or any electronic smoking devices, weapons, firearms or hazardous objects, sexually explicit images or gang related activities and any other harmful and offensive material that violates CCPS school policies and it best represents our rationale for rejecting any type of services that relates to the information outlined in this section.

Reprint Policy:

Print errors due to printing the wrong file or size, etc., Printing Services will reprint the order at no cost to the customer. However, if the customer chooses to keep the misprinted order and request a reprint of the correct order, the customer will be responsible for the cost of the materials/supplies and finishing products used (e.g., paper, easel backs, sticks, etc.) for the reprint of the 2nd order, but will *not* be charged for the ink cost to print.

Return Policy:

Customers have up to **7 *working business days*** from the time of pickup to return order(s) that were printed in error due to the fault of the Printing Services Department. Customers will be responsible for any orders returned after the 7th business day and will have to resubmit a new Printing Requisition at their own expense.

Rush Policy:

Rush orders are based on the availability and can be rejected at any time due to the work overload. Rush orders will be printed as there they received. Please consider some jobs can take longer to process due to the complexity of the job and deadlines can be hard to meet. Your order is just important as the next order. Therefore, please plan ahead and submit the printing and/ or design orders at least **2 to 3 weeks** in advance.

***Rush fee charge (Flat rate fee of \$20.00 per order) which is same day, next day or within the next 4 business days.*