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CLIENT INFORMATION and POLICIES

The following information and policies have been established to facilitate the efficient and economic completion of your project and to make it easier for us to work together. Please take the time to read it thoroughly.

APPOINTMENTS: Work is to be delivered and picked up by appointment. There will be a \$25.00 fee for missed appointments (including over 1 hour late) unless we are notified by telephone first.

CONSULTATION: You can save money by having your ideas and work organized before you submit it to us, and by writing instructions directly on your rough copy. Written instructions are easier to follow and remember than verbal instructions. Time spent conferring about your project is billed at the 1/4 hour rate. Free 1/2-hour consultation for new clients.

GRAPHIC & TEXT FILES: When submitting your copy information and graphics it is important for you to include:

- business card
- LOGO - Include color specifications such as PMS colors used.
- Original Photographs or digital images – original photos will be returned.
- Specific information such as: business hours, phone & fax numbers, address – Mailing address & street address, web site and email address

ELECTRONIC SPECIFICATIONS: MAJIRS! accepts files created in the following applications via e-mail, USB flash drive or CD:

- Macintosh - QuarkXPress® 6.5 or earlier
- Macintosh – Adobe Photoshop CS2 or earlier
- Macintosh - Adobe Illustrator CS2 or earlier
- Microsoft Word documents
- or any file saved as a pdf, tiff, psd, jpeg, or eps.

When sending files to MAJIRS! please remember to include:

- All printer and screen fonts used in the document.
- A printout of the file you have created. (color print out is preferred)
- All graphics (photos, logos, clip art) in appropriate resolutions.

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PROOFREADING & REVISIONS: A printout of your document will be returned to you for proofreading, and the final copy printed only after you approve the final draft. Although the material may have been thoroughly looked over, please bear in mind that not all errors are caught on the first pass. Therefore expect to receive more than one draft to look over.

Ultimate responsibility for proofreading and approving the final draft lies with the client. MAJIRS cannot be held liable for typographical omissions content, etc.

Your signature is required when document has been approved.

We can send you a "soft proof" via e-mail. Just give us your e-mail address and when your product is ready we will e-mail you a pdf file which can be viewed with Adobe Acrobat Reader. Download Adobe Acrobat Reader FREE at:

www.adobe.com/products/acrobat/readstep.html

Due to different monitor calibrations (e-mail proofs) and quality of ink jet color proofs (printout). Please keep in mind that the color(s) shown are NOT an accurate representation of your final product.

CHARGES & PAYMENT TERMS:

- Creative and design service charges are based on a rate of \$80.00 per hour, to be billed in 15 minute increments.
- A deposit equal to 50% of the estimated cost is required upon approval of the proof. Final payment is due when work is delivered, whether in draft or final form. Because of the varying nature and unpredictability of different projects, it is not possible to give formal estimates.
- Payment for first time customers shall be made in cash unless otherwise arranged.
- A rush charge is applied to work needed within 24 hours.
- Work shall be retained until payment is received.
- A \$35.00 fee will be charged for any returned check.
- Free delivery within a 10 mile radius.

LATE CHARGES: A minimum \$10.00 monthly late charge will be added to any balance 30 or More Days Past Due

MAJIRS! Advertising & Design reserves and retains all right, title and interest in the work of art and all copyrights unless specified in writing.

