

## **GENERAL TERMS OF COOPERATION**

*Valid since 01.03.2014*

1. A professional team of workers of Altmaster Printing House with great care produces orders commissioned to us by our Clients, aiming at mutual satisfaction from the undertaken cooperation. To achieve the best level of understanding, on the basis of 20-years of experience on the market Altmaster Printing House, further named 'Altmaster', formulates present General Terms of Cooperation.
2. Altmaster produces orders sent by a client, further named 'the Client', after such written order has been sent to us.
3. As an answer for the Client's order Altmaster sends the Client a written confirmation of the order, which includes all the essential information concerning this order, particularly the price, quantity, terms of production and delivery/receipt.
4. The Client is obliged to inform Altmaster about any incongruences between the information contained in the order form and its confirmation.
5. Production terms are specified in the confirmation of the order and are valid provided that the Client punctually delivers correct graphic files and any other determined materials.
6. If the materials are not punctually delivered by the Client, Altmaster is released from the responsibility of keeping the terms of production and delivery of the confirmed order.
7. Verifying the graphic files is performed by Altmaster's DTP studio not later than 3 hours after their delivery, during studio's working hours.
8. In case of receiving damaged or incorrect graphic files, Altmaster immediately informs the Client about this via an e-mail or in a phone call.
9. Altmaster does not take responsibility for the contents of the files sent by the Client, their correctness and/or any legal flaws. The Client is obliged to release Altmaster from any responsibility in this matter towards any third parties.
10. If validity of the offer is not clearly specified the offer expires in 30 days.
11. If any files will be sent to the Client by Altmaster for verification, the Client is obliged to meticulously check if all the requirements have been met and to send back to Altmaster the result of this verification in the written form, e.g. a confirmation of the artwork prepared for printing. Any samples that have been accepted by the Client become the attachments to the Client's order.
12. Altmaster retains the right to decline the order or to suspend its production if the Client has unpaid liabilities towards Altmaster.
13. Altmaster retains the right to make the Client's production or its delivery conditional on the (partial) payment of the liabilities. Towards any new Clients we apply the rule of prepayment for the first order they send.

14. Production of the order sent by the Client begins immediately after finishing the verification of the received files and the cost of any changes introduced into the order by the Client after this time are borne by the Client.

15. Any additional works generated by the Client after placing the order require the written form and their cost will be added to the primary order.

16. In case of the order produced by Altmaster on the material delivered to us by the Client, the Client is obliged to send the material with the surplus determined by Altmaster. In technologically justified cases during the process of production, Altmaster can require from the Client to increase the surplus needed or to change the terms of completion of the order.

17. Altmaster does not take responsibility for any faults of productions made on materials sent by the Client, which faults are the result of the usage of such materials.

18. In case of any flaws of production materials sent to Altmaster by the Client, Altmaster immediately informs the Client about this fact. Any costs of production disruption, which may follow, are borne by the Client.

19. Two months after the purchase of any special materials ordered by Altmaster for production of the Client's order, we will invoice the Client for this material if it has not been used due to Client's fault.

20. In case the Client orders prints on economical substrates, a slight change of colours may occur between the pieces of the same product. The guarantee on the products made on such substrates may include additional limitations, which will be detailed in the confirmation of the order.

21. Altmaster does not accept complaints on minor differences between the colours of the samples and proper prints or on differences between prints produced with the usage of different technologies.

22. Dimensional tolerance of the produced orders equals +/- (1% of the dimensions +2mm) if it is not stated differently in the order confirmation.

23. Altmaster is not obliged to retain the production files for more than 7 days after finishing the production. Any received media with the files are given back to the Client only if so wished.

24. Altmaster does not take responsibility for the productions that have not been picked-up by the Client for longer than a month after their completion. This does not release the Client from the responsibility of paying for such productions.

25. In case of the occurrence of force majeure, that happened after the acceptance of an order, Altmaster immediately informs the Client about the existing situation and its influence on the status of the order. In such case the Client decides about either the cancellation of the order or defining new conditions of the order completion. In such case, the Client has no right of complaining about any damage caused by the change of cancellation of the order.

26. Altmaster takes responsibility for the delay in the delivery of the products, which was commissioned to an external company or a courier and happened due to this company's or courier's fault only up to the costs of the delivery.

27. The responsibility of Altmaster for the delay in the completion of the order that goes beyond one day is restricted to 10% of the value of the uncompleted production, unless other conditions were agreed on.

28. Altmaster does not take responsibility for any damages that occurred during improper usage or storage of the products by the Client.

29. The Client is obliged to check the quantity of the packages received and their state in the presence of the deliverer before signing the proof of delivery. In case of any faults or missing elements, a protocol of damage needs to be written in the presence of the deliverer, which protocol is a basis for issuing a complaint.

30. Any shortages in quantities, that are not possible to assess directly in the moment of the delivery, the Client can report not later than three days after receiving the products. Claims concerning the quality of the production should be made immediately after observing the defects.

31. Absence or flaw of any part of the delivered products do not authorize the Client to issue a complaint about the delivery as a whole.

32. The fault of the production that the Client issued a complaint about has to be assessed. The decision about the method of providing the evidence of fault is made by Altmaster. The Client's responsibility is to facilitate the access to the products or, after being asked, to send the products back to Altmaster, who bears the costs of such delivery.

33. From the moment of receiving an order until the day of the receipt or the delivery of the ordered production, all the data received from the Client (files, projects, designs) relating to the order are treated by Altmaster as confidential and used only for the completion of the Client's order. Extending this period is possible on Client's demand.

34. Unless the Client stated differently, it is accepted that orders produced by Altmaster and made public can be used by Altmaster as advertising materials and/or samples showing technical possibilities of Altmaster.

35. In case of avoiding the payments for orders, Altmaster has the right of giving the details of the case to debt collection company and the cost of the process of debt collection is borne by the Client.

36. Mutual agreement between Altmaster and the Client can change particular points of the present General Terms of Cooperation. In case any regulations are not included in such agreement, the present General Terms of Cooperation are binding.