

Online Transaction Terms & Conditions.

Privacy Policy

Our site contains links to other sites. These third-party sites have separate data collection and privacy policies which you should review before providing information on these other sites. We are not responsible for the privacy practices of these other sites. Security to help prevent unauthorised access, maintain data accuracy and ensure the appropriate use of information, we have put in place customary physical, electronic and managerial procedures to assist in safeguarding and securing the information we collect online. IP Addresses and Cookies - We may use your IP address to help diagnose problems with our server and to administer our site.

Personal Data

Card / Debit Card Information

Paragon Service Point, a trading division of Paragon Group UK Limited, (also referred to as "The Company" in this document) does not store your personal card information outside of the transaction completed online. No information is retained or used beyond the point of transaction. No credit card data is stored or transmitted on non-secure systems.

Information Security

Paragon Service Point is committed to handling your customer information with high standards of information security. We use computer safeguards such as firewalls and data encryption, and we authorise access to personal information only for those employees who require it to fulfil their job responsibilities.

Alteration

The Company reserves the right to make any changes in the specification of the Products or the Specified Service which are required to conform with any applicable legal requirements or, where the Products or Specified Service are to be supplied to the Company's specification, which do not materially affect their quality or performance.

Delivery Policy

- Unless otherwise stated, the Price includes delivery to the Customer's address. The Company reserves the right to make an additional charge to cover any increase in transport costs occurring before the date of delivery and/or in respect of delivery outside Normal Branch Working Hours or otherwise.
- All orders are delivered using our Company vans (for local deliveries) or Courier (Next Day service as standard) – for some small items we may use the Post Office.
- Any time quoted by the Company for despatch or delivery is an estimate only, time for delivery or despatch shall not be of the essence and in no event shall the Company be liable for any damages or penalty for delay in despatch or delivery.
- All standard jobs are produced and dispatched normally within 4 working days.
- If the Customer fails to take delivery of the Products or the Output Material at the time stated for delivery or fails to give the Company adequate delivery instructions prior to the time stated for delivery (otherwise than by reason of any cause beyond the Customer's reasonable control or by reason of the Company's fault) then, without prejudice to any other right or remedy available to the Company, the Company may store the Products or the Output Material or Created Material until actual delivery and charge the Customer for the reasonable costs (including insurance) of storage or sell the Products or the Output Material or Created Material at the best price readily obtainable and (after deducting all reasonable storage and selling expenses) charge the Customer for any shortfall below the Price, or account to the Customer for the excess over the Price.
- Unless agreed otherwise in writing all Products and Output Materials will be packaged in accordance with the Company's standard practice.

Cancellation / Refund Policy

- The Customer may cancel all or part of an order or request changes to the date of despatch no later than 24 hours prior to the despatch of the Products or the supply of the Specified Service. In this event, unless the circumstances fall under the terms of the Alteration clause, the Customer will be liable to pay a reasonable cancellation or rescheduling charge to be determined by the Company to cover the Company's expenses incurred as a result of such cancellation or rescheduling.
- In the Unlikely event of an item being delivered to you which you wish to claim a refund on please contact us within 5 working days. When you send your item back to us, we'll process the returned item then notify you via e-mail of your refund. You can expect a refund in the same form of payment originally used for purchase within three weeks of our receiving your return. Cost of return delivery will be covered by the Company. The company will arrange for a courier to make a pick up from your business address.

Return Policy

- Where the Products are sold as a batch, without affecting any rights which the Customer may have to reject all of the batch, the Customer may accept some and reject some only of the Products. However where the Customer alleges that the Products or Output Material delivered are defective (otherwise than by loss or damage in transit) and where the Products or Output Material have proved defective when subjected to normal uses of the type associated with the Products or Output Material, the Customer shall notify the Company in writing within 14 days and If the Company is satisfied that the Products are materially defective, provided that the Products or Output Material have not been dealt with or treated in any way which has contributed to the defect, the Company will replace the Products or Output Material free of charge to the Customer.
- The sole obligation of the Company in connection with the supply of the Products or Output Material is to make all reasonable attempts to obtain and supply the correct Products or Output Material ordered by the Customer in the event that any Products or Output Material should fail to conform to their product description, provided always that the Customer notifies the Company of any such non-conformity within 14 days.

Customer Service Contact Information

- Contact: support@paragonuk.com

Paragon Service Point, a trading division of Paragon Group UK Limited, Registered Address

Pallion Trading Estate, Sunderland, SR4 6ST

How to make a Contract with us

These are the steps you need to take to conclude a Contract with us.

Check variable information such as prices and variable data fields.

Note that this variable information is known as an "invitation to treat" and not a contractual offer from us which you may accept. This means we reserve the right to correct any errors in that information without any liability to you. It also means that in no circumstances will we be contractually bound to supply you with Products on the basis of any incorrect information, even if that information is repeated in your offer to us ("Order").

Make sure you read and understand our terms.

It is your responsibility to read the legal terms on our Website carefully and to raise any problems with us before you place your Order. That includes these Conditions, our Terms of Use and our Privacy Policy.

Complete your Order.

You will be responsible for selecting the Products you wish to buy, for supplying and maintaining a functioning e-mail address, your delivery address, for telling us how you wish to pay and for giving us any other information we request to enable us to fulfil your Order and comply with the Contract.

All information you submit to us must be adequate, relevant, accurate and up to date.

You may pay online by secure on-line payment or by any other means as set out on our Website.

When you have completed your Order, you will be shown a copy on screen. It is your responsibility to check your Order carefully to identify any errors and to correct them prior to placing your Order. The Website allows you to cancel your draft Order, and to edit any details and once you have finished checking and correcting your Order, please print out a copy before placing it.

Place your Order

You may place your Order by clicking on the "Submit" button.

We will acknowledge receipt of your Order on the Website and by e-mail, in each case promptly. This is not our acceptance of your Order, but a confirmation of its receipt.

Wait for our Confirmation of your Order.

You may not assume we have accepted your Order until we send you a Confirmation electronic form.

If you pay by credit or debit card or by using the pre-payment option described on our Website, you may receive an acknowledgement from our payment processor, advising you whether or not your payment has been authorised. This acknowledgement relates to your payment only and is not our Acceptance of your Order. We will be entitled to refuse to accept your Order if in our sole discretion we consider it necessary. If that happens we will let you know as soon as we can. If we accept your Order, we will send you an Acceptance promptly.

Other information about the Contract

1. The language of the Contract We can only conclude the Contract with you in English, and not in any other language.
2. The Contract between us will consist of
 1. these Conditions,
 2. your Order and
 3. our Confirmation.

There can only be a Contract between us if all these elements are present.

The Contract will come into effect on the date of our Confirmation.

The Products we supply to you shall be subject to any restrictions set out on our Website or in the Contract.

Filing a Contract - We will not file the concluded Contract between us on line and you should therefore print out and retain copies of each element of the Contract.

These Conditions shall take precedence over and exclude any other terms and conditions you seek to impose.

We may update or change these Conditions from time to time without notice and the date of the most current version is that set out at the top of these Conditions. You must read them each time you place an Order with us through our Website.

We also reserve the right to make any changes without notice to our Terms of Use, our Privacy Policy, other information on our Website and the specification of the Website in order to comply with any applicable legal or regulatory requirements, in the interests of good business practice, or to improve the design or functionality.

Printing data

You must ensure that the information and data concerning the printing of the Products ordered by you ("Printing Data") which you submit to us complies with the format requirements. We will not accept any responsibility or liability for any colour variations, irregularities or other defects whatsoever of the Products ordered by you which are caused as a result of your Printing Data not complying with the Format Requirements.

Format Requirements

Only printable data will be accepted and processed. Please note the following important criteria:

Graphics and Images

A minimum of 100dpi (colour and grey scale) of all images at the finished printed size although it is recommended that images with fine detail or small text are increased to 300dpi (resolution value is for captured resolution of the image and a value of a re-sampled file where low resolution at source may still cause problems).

A minimum of 300dpi (black & white / Line art) of all images at the finished printed size.

Colours / Colour mode

Created documents should always be set to a CMYK, Grey-scale or Black & White colour mode. Pantone references should be changed to CMYK process unless being submitted to a Litho process. For best results consult your Paragon Service Point branch for guidance.

Attention: Please note all RGB documents will be converted to CMKY-mode during the printing process*. We assume no liability for any resulting colour deviations. (Note: all Microsoft documents are saved in RGB mode)

Bleed Area

Where applicable create your data files with a 3mm bleed on all sides.

Attention: We reserve the right to convert or adjust any unsuitable Printing Data into a suitable format as we see fit or to cancel the Order.

Place your contents (logos, written text or similar elements) far enough from the margin of the end format (approx. 5mm), otherwise such logos, written text or similar elements might be partially cut off and might not display correctly. Place your background graphics and images which should reach the edge of the printed product (allowing for the bleed area).

*Consult your Paragon Service Point branch for further guidance.

Fonts

We recommend you to convert your artwork to a printable pdf format with Fonts embedded. Please completely integrate the fonts (If not converted into paths/curves). Use at least the font size of 6pt. It is recommended you supply all fonts used within the document in accordance with the Font copyright regulation for print.

*We reserve the right to replace the font with suitable replacement in the event of conflict or corruption. Fonts should ideally be in Open Type or True Type format for the PC.

Where variable documents are to be uploaded to the site Fonts will need to be purchased and supplied to use in accordance with the Font copyright regulations.

Lines

Where lines are interacting with a background colour use no less than a thickness of at least 0,5pt. CAD files can use finer tolerances. Use no borders or frames which should act as final edge for the original graphic.

Compression

When using web-based applications it is advised that you use uncompressed images or documents. Where possible use 'Lossy' compression formats such as JPEG set to the minimum compression value. If this is not possible use Lossless compression formats such as LZW and ZIP.

Under no circumstances should a JPEG compression be set to anything lower than 9-High.

*Note: Resolution and compression are interlinked please contact Paragon Service Point for further advice. We accept no liability for overly compression documents and reserve the right to cancel the order.

Data Save

Where possible supply Printing Data in closed file formats such as PDF or it the documents native format.

Additional Costs

Any additional costs incurred by us as a result of Printing Data not complying with the Format Requirements shall be borne by you. We will where reasonably possible inform you by e-mail in advance of any such additional costs.

Price of the Products and Payment

1. Currency
The price payable for the Products will be calculated in Pounds Sterling.
2. Prices and Tax
The prices on our Website are exclusive of Value Added Tax ("VAT") and further includes the costs of packaging and delivery within the United Kingdom, save that for If you obtain a price quotation on our Website in respect of an Order, such price will remain valid for a period of 14 days provided that during such period the Order in respect of which the price quotation has been obtained remains unchanged and subject to our right to correct.

Payment

Products and services ordered through the Web shop are payable at the point of ordering. Goods will not be despatched until a secure payment has been made.

Supply

Subject to our obligation to supply the Products at the price stated in a Contract and we reserve the right at any time to increase the list prices of the Products and to change the range of Products available. We will endeavor to give you as much notice as we can of changes to the range and any increase in prices.

Alteration of Order

You will not be entitled to alter an Order after it has been accepted by us. If you request any alterations to an Order accepted by us, we reserve our right to either reject such alterations, or If acceptable to us, to charge you for any additional work undertaken by us and any costs and expenses (including, without limitation, any machine down-time or extra time) incurred as a result of such alterations at our standard rate of £35 per hour excluding VAT (minimum chargeable period is 15 minutes) or at such other rate or price then agreed with you in respect of the requested alteration. Any such agreement shall only be binding on us if expressly confirmed by us in writing.

Delivery

The Products you order will be delivered within the territory of the United Kingdom to the address you give when you place your Order.

If there is no one at the address given who is competent to accept delivery of the Products (all Products must be signed for on delivery by an adult aged 18 years or over), you will be notified that an attempt to

deliver the Products was made and you will be given the option to either arrange for a further delivery at your cost, or to collect free of charge the Products from the nearest depot of our freight forwarder.

Every effort will be made to deliver the Products as soon as possible after your order has been accepted and in any event within 30 days from receipt by us of all information we require from you in order to complete your Order. Delivery dates shall only apply if these have been expressly confirmed by us by e-mail or otherwise in writing. However, we will not be liable for any loss or damage suffered by you through any reasonable or unavoidable delay in delivery or if such delay is caused by you.

Work received before 12 noon will be normally be shipped the same day.

Note: We can not guarantee same day shipping on extra-large orders or Banners but we will notify you if this is the case

We will use reasonable efforts to deliver the correct quantity of Products ordered. Variations in Product quantities are, however, inherent in the printing process and although we will endeavor to provide you with the accurate quantity of Products ordered, a variation of +/- 10% ("Permitted Error Margin") of the total quantity ordered shall be deemed permitted and shall not entitle you or us to bring any claim for underpayment or short delivery as the case may be. For orders of paper not available through our website, the Permitted Error Margin shall be +/- 20% for Orders up to 1,000 kg of Product, and +/- 15% for Orders over 1,000 kg of Product (or such other margins as agreed by us by writing).

Risk and Ownership of Products

You will become responsible for the risk of loss or damage to the Products ordered once they have been delivered to you. If the Products are sold by you before they have been paid in full, you shall hold the proceeds of the sale on trust for us in a separate account until any sum owed to us has been received by us in full.

Cancellation

We shall be entitled to cancel your Order and any Contract if:

1. in our reasonable opinion, the Product or any of its contents are of an illegal, offensive or libellous nature, or
2. you order Products that become unavailable, in which case we are not obliged to provide substitute Products or substitute services but shall inform you of the unavailability, or
3. you do not pay us the price due for the Products by the due date; or
4. the Printing Data does not comply with the Format Requirements and you either fail these Conditions within a reasonable time after being requested by us by e-mail to submit suitable Printing Data or to provide us with your instructions to proceed with your Order using the Printing Data submitted by you.

You acknowledge that the Products are of a bespoke nature made to your order. Therefore, you will not be entitled to a "Cooling-off Period" during which you can cancel the Contract and return any Products ordered without incurring liability for the agreed price for the Products.

You may cancel an Order after it has been accepted by us until shipment of the ordered Products by giving notice to us in which case you will be liable to us for all our costs incurred through our performance of your Order up to and including the date of your cancellation (order status will be visible for you in your designated customer area on our Website), but in any event your minimum liability in the event of your cancellation shall be 20% of the total price agreed to be payable for your Order.

Our Liability

Subject as expressly provided in these Terms, and except where Products are sold to a person dealing as a consumer (within the meaning of the Unfair Contract Terms Act 1977), all warranties, conditions or other terms implied by statute or common law are excluded to the fullest extent permitted by law.

Where the goods are sold under a consumer transaction (as defined by the Consumer Transactions (Restrictions on Statements) Order 1976), your statutory rights as buyer are not affected by these Conditions.

A claim by you which is based on any defect in the quality or condition of the Products or their failure to correspond with specification shall (whether or not delivery is refused by you) be notified to us within seven days from the date of delivery or (where the defect or failure was not apparent on reasonable inspection) within a reasonable time after discovery of the defect or failure. If delivery is not refused and you do not notify us accordingly, then you shall not be entitled to reject the Products and we shall have no liability for such defect or failure, and you shall be bound to pay the price as if the Products had been delivered in accordance with the Contract

Where a valid claim in respect of any of the Products which is based on a defect in the quality or condition of the Products or their failure to meet specification is notified to us in accordance with these Conditions, we shall replace the Products (or the part in question) free of charge or, at our sole discretion, refund to you the price of the Products (or a proportionate part of the price), in which case we shall have no further liability to you.

Except in respect of death or personal injury caused by our negligence, or liability for defective Products under the Consumer Protection Act 1987, we shall not be liable under or in relation to this Contract or its subject matter (whether such liability arises due to negligence, breach of contract, misrepresentation, or for any other reason excluding fraudulent misrepresentation) for any technical, factual, textual or other typographical inaccuracies, errors or omissions in information on the Website, for any loss or damage arising from the use of your credit or debit card on the Website, for the unavailability of the Website (or any part of it), for any delay in providing or failing to supply the Products, or for any loss of profits, loss of business, loss of anticipated savings, loss of sales or turnover, loss of, or damage to reputation, loss of contract, loss of customers, loss of, or loss of use of any software or data, or computer or other equipment or plant, wasted management or other staff time, losses or liabilities under or in relation to any other contract or any indirect, consequential loss or damage (including loss or damage suffered by you as a result of an action brought by a third party).

Our liability under or in connection with any Contract shall not exceed the price for the Products, except as expressly provided in these Conditions.

Products requiring colour printing may differ slightly from the original or from Products of a different batch of Products produced for you under a previous order by you and any such minor differences are inherent in the printing process and shall not entitle you to reject such Products or to bring a claim for a defect in the quality or condition of the Products or failure to correspond with the agreed specification.

We expressly agree that should any limitation of liability Condition or provision contained in the Contract be held to be invalid under any applicable legislation (primary or otherwise) or rule of law by reason of some part of that Condition or provision it shall, to that extent, be deemed omitted, but if we thereby become liable for loss or damage which would otherwise have been excluded or limited, as the case may be, such liability should be subject to the other applicable limitations and provisions set out in these Conditions.

Confidential information

You should be aware that with the exception of credit or debit card numbers and the information we specifically request of you to enable us to enter into a Contract with you, we do not wish to receive any information of a confidential or proprietary nature from you through this Website and any such information you send to us will be deemed by us not to be confidential in nature.

Storage

Any materials, documentation and information supplied by you under any Contract will (unless agreed otherwise) be stored by us only until the date of delivery of the Products you have ordered, after which they will be destroyed without further notice to you.

Business to Business Transactions

In business-to-business transactions ("B2B") we will apply established trading practices of the printing industry and in particular (without limitation) will not release any tools or equipment or raw materials (other than samples of the Products Ordered) to you until full payment of the price for the Order has been received by us in cleared funds.

Data Protection

We will take all reasonable precautions to keep the details of your Order and payment secure, but unless we are negligent, we will not be liable for any unauthorised access to information supplied by you.

We will use the information you provide about yourself for the purpose of fulfilling your Order and always in accordance with our Privacy Policy, unless you agree otherwise. We would like to notify you of our products we offer that may be of interest to you from time to time. If you would NOT like to be notified of these, please send an e-mail to support@paragonuk.com . You can correct any information about you, or ask for information about you to be deleted, by giving written notice to us at the address, fax number or email address shown on our Website.

Indemnity

You agree to indemnify us and hold us and our employees harmless from any claim or demand, including reasonable legal fees, made by a third party that the Products or their contents infringe the patent, copyright, design, trademark or any other right of such third party.

Termination of Contract

We may terminate any Contract forthwith on giving notice to you If you fail to comply with any term or condition of any Contract, or If you become bankrupt or (being a company) enter administration or go into liquidation or cease or threaten to cease to carry on business.

Limitation of Action

If you are a business customer, you hereby agree that any claim you may have against us arising out of or in connection with any Contract shall become time barred unless proceedings are commenced against us in a court of competent jurisdiction within 12 months from the date of delivery of the Products to you.

General

Any notice which is given under these Conditions shall be either by electronic communication or if by you, by pre-paid recorded delivery, addressed to us at the address in these Conditions and if by us by first class post addressed to you at the delivery address on your Order. Legal proceedings must be served by first class post or pre-paid recorded delivery only.

Any electronic communication, including your Order, our acknowledgement of receipt of your Order and our Acceptance shall be deemed to be received by us when we are able to access it and by you on the date the electronic communication has been sent by us.

You will be responsible for providing and maintaining at all relevant times a properly functioning e-mail address and (without limitation) it will particularly be your responsibility to ensure that your spam filter and/or other e-mail settings do not prevent receipt of or distort any electronic communications from us. Unless you notify us otherwise, we will use your e-mail address for any correspondence with you. With the exception of death and personal injury caused by our negligence, we shall not be liable for any losses or damages suffered by you as a result of your failure to comply with this clause.

If we choose to ignore a breach by you of these Conditions on one occasion, we may still take issue with you if you are in breach of the same or any other Condition after that.

If a court decides that any of these Conditions is legally unacceptable or ineffective in whole or in part, that shall not affect the other Conditions or part Conditions.

A person who is not a party to the Contract shall have no right under the Contracts (Rights of Third Parties) Act 1999 to the benefit of any of these Conditions, unless we agree otherwise in writing.

The laws of England shall govern the Contract, and you agree to submit to the non-exclusive jurisdiction of the English courts.

We will not have any liability under or be deemed to be in breach of the Contract for any delays or failures in performance of the Contract which result from circumstances beyond our reasonable control. as at March 2017

You may view the sales-, shipping- and payment terms and conditions of Paragon Service Point at the homepage shop.servicepointuk.com permanently save the file and watch or print the file offline at any time.

