

Quality of files provided

The customer accepts the responsibility for quality of the final print due to the files provided. Ensure to discuss any concerns with supplied low-res files with a Platinum Signs, Screens & Media representative.

Colour references

If your project has a colour which is critical to match then the onus is on you to specify a Pantone reference or provide a physical sample as a target for us to match to. We will aim to get as close as we can to the target using a CMYK colour process equivalent of the target supplied. Platinum Signs, Screens & Media can supply a press proof for \$130+gst to give you reassurance that what you see is what you get. You acknowledge that in the absence of providing a colour target or in not requesting a press proof you will accept the resulting colour from the file provided and as rendered by our profiles.

Suitability of use

When using our products as part of another system or structure, always ensure that any relevant testing, risk assessment, design, engineering, certification, inspection and ongoing maintenance is carried out to ensure that the product is suitable for that specific application. The act of fixing the product to the surface, structure or entity may change its structural integrity and performance. Special consideration should be given to wind loading. The application of the product may cause damage to entity it is being fixed to. It is important that you understand your responsibility that the use of the product for your particular application meets the relevant legislation for OH&S, or the relevant building code as it may apply.

Fire performance and certification of materials

The National Construction Code stipulates the required fire performance for materials being fixed to buildings. Some states have more stringent requirements than the NCC. Platinum Signs, Screens & Media offer some materials which achieve group 1 for fire performance as per AS 5637.1:2015, however not all of Platinum Signs, Screens & Media's materials have been tested or achieve this requirement. The onus is on the client to ensure that any product you order from us complies to the relevant regulations or specific requirements for the application. Platinum Signs, Screens & Media will supply technical specifications when requested.

Right of refusal

Platinum Signs, Screens & Media reserves the right to refuse a job where we conscientiously object to the content. This includes material, which is divisive, pornographic, expresses extremist views or has the potential to be misleading or propagate misinformation.

Impossibility

Platinum Signs, Screens & Media will always act in good faith to deliver orders placed, however if we decide that we can not fulfill the placed order for what ever reason then we will promptly inform you and provide a full refund.

Limited Liability

In accepting a quotation you acknowledge that Platinum Signs, Screens & Media's liability is limited to the products and services supplied on the quotation. Under no circumstances, will Platinum Signs, Screens & Media indemnify a client for additional costs including, installation, freight, or any other costs incurred as a consequence of manufacturing defect, error or product failure.

Platinum Signs, Screens & Media will not be liable for additional freight costs incurred due to delays caused by reprints regardless of fault. Clients are advised to allow enough time to check that the product meets your requirements before organising any value added activity such as installation.

Anti-graffiti Products

Platinum Signs, Screens & Media can offer anti-graffiti products for some products. These products offer some defence, however the results from removing the graffiti can vary depending on the graffiti marker used and the time from when the product is tagged to the time the tag is removed. Results can vary from being 100% successful to there being remnants of the graffiti remaining or damage to the print caused by the removal process. Platinum Signs, Screens & Media do not in any way guarantee the performance of any of anti-graffiti product.

Lead times

Platinum Signs, Screens & Media endeavour to meet the clients requested lead time. The Client acknowledges that this lead time is not guaranteed. We will contact you as soon as practical if your requested lead time is not achievable. We will send you an order acknowledgement email once we determine that the requested lead time is achievable.

Freight related conditions

Platinum Signs, Screens & Media offer a number of carrier options through consultation with our representatives. Please refer to the relevant website, or contact the carrier directly for information on their terms and conditions. For goods consigned through Platinum Signs, Screens & Media's freight service, If the goods are lost or damaged in transit, Platinum Signs, Screens & Media will, at our discretion, reprint and resend the goods at our cost, using the same or equivalent carrier service as quoted. If, as a result of such an adverse event the client decided that the carrier service needs to be upgraded, then any additional cost will be borne by the client. The client agrees that Platinum Signs, Screens & Media will not pay for any sub sequential or consequential cost resulting out of freight being lost or damaged.

Address details and availability to receive goods

Unless it is arranged otherwise, It is expected that the client will have someone available to receive the goods between 9:00am and 5:00pm on the day of delivery. Any detention time or additional cost incurred as a consequence of the client not being present to receive the goods will be on billed to the client.

Copyright

In supplying artwork to Platinum Signs, Screens & Media for reproduction, the customer assumes all responsibility that they either own the copyright of the supplied material, or that they have permission or licence to reproduce the material by the copyright owner.

If it becomes known or suspected that the client is in breach of copyright laws, then Platinum Signs, Screens & Media reserves the right to cancel the order and return all materials to the customer.

Customer Goods left on Premises

Platinum Signs, Screens & Media reserves the right to dispose of any property which is left on our premises uncollected for a period of three months.

This includes print stock, colour samples, prototypes, product, uncollected print jobs, display systems or any other material.

Privacy & Security

Platinum Signs, Screens & Media are committed to privacy and security for all of our clients. Because we respect your right to privacy, we have developed the following Privacy Statement.

Personal Information

Under no circumstances do we transfer your email address to any other company, nor do we collect any personal data other than the minimum required to fulfill the needs to engage in doing business with you.

We may collect personal information from you through a number of means including;

Telephone consultation, email correspondence or submission of information through our website. The type of information we record about you include information such as email address, telephone number and in the case of a company delivery address and ABN numbers are collected.

You may also be offered the opportunity to have one of our Sales Representatives contact you personally to provide additional information about our products or services. To do so, we may require information from you, such as your name and telephone number, to help us satisfy your request.

Information gathered from our web site

Information obtained while visiting our site does not identify you personally unless you log in, but rather records information about a visit to our site.

We may monitor statistics such as how many people visit our site, which pages people visit, and which browsers people use.

We use these statistics about your visit to help us improve the performance of our web site and over all user experience.

Opting in and opting out

You will always have the option to opt in to certain services and to opt out of those services at any stage. This means you may change your mind at any stage about participating in any of our member services.

Your right to access your information

The Privacy Act of 1993 gives you the right to access and correct your personal information. To find out more about how to do this, please contact us.

What about cookies?

A cookie is a small file that resides on your computer and is recognised by our server when you visit our sites. A cookie does not provide us with any personally identifiable information. It does provide details of your IP address, the computer platform that you use (eg Mac or Windows), the browser that you use (eg Microsoft Explorer or Netscape) and what domain you are accessing our sites from.

With this information we can do the following:

Track traffic patterns to our site.

Ensure that the most relevant content is being shown.

Allow you to enter certain site member services without having to log in each time you visit.

If you would rather we did not use cookies with you, you can refuse them by turning them off in your browser and/or deleting

them from your hard drive. You will still be able to visit our site.

If you have any questions regarding our privacy policy, please contact us.

Payment Options

We accept on line payment by credit card (Amex, MasterCard and VISA). All transactions are in Australian dollars (AUD\$).

Platinum Signs, Screens & Media uses the PinPayments Payment Gateway for its on line credit card transactions. PinPayments processes on line credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet.

All on line credit card transactions performed using the PinPayments gateway are secured payments.

Payments are fully automated with an immediate response.

Your complete credit card number cannot be viewed by Platinum Signs, Screens & Media or any outside party.

All transactions are performed under 128 Bit SSL Certificate.

PinPayments at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by Platinum Signs, Screens & Media

For more information about PinPayments and on line credit card payments, please visit [www. PinPayments.com](http://www.PinPayments.com)

Cheque or Bank Transfers

If you would prefer to pay by cheque you may post your cheque to Platinum Signs, Screens & Media Pty. Ltd. 119 North St, East Albury, 2640 NSW. or to pay by bank transfer, you will find our bank details on the bottom of our invoice, please email remittance to hello@platinumsigns.co

Your goods will be dispatched as soon as your funds have cleared in our bank account. You may make payment over the phone by calling (02) 6009 0220 Platinum Signs, Screens & Media do not store your credit card details either electronically or in any form of hard copy.

When you provide us with credit card details over the phone we do not store those details in our database, nor will we transmit those details in an unsecure manner such as via email.