

Robin Sprong

WALLPAPER | SURFACE DESIGN | PHOTOGRAPHY

TERMS AND CONDITIONS

Congratulations on choosing to use RSW as your service provider.
We will now commence with your project.

ACCEPTANCE:

Please note that by accepting an RSW quote or invoice, you have agreed to the following Terms and Conditions, unless otherwise stipulated in writing.

You can find our T&Cs on <http://www.robinsprong.com/terms-and-conditions/>

Once the required deposit has been paid it is further confirmation of your acceptance of all the Terms and Conditions as set out below and on the website.

PAYMENTS, SHIPPING AND ESTIMATES:

Projects will only be printed on proof of receipt of a 70 % payment and the monies cleared.
International projects will only be produced on receipt of proof of 80 % payment and monies cleared.
International projects will only be shipped on receipt of proof of 100 % payment and monies cleared.
Projects will only be printed once a final client approval has been sent via email.
RSW carries no responsibility for project delays due to late payments, late sign offs, technical difficulties above our control, or ill prepared wall surfaces (please refer to 'preparation of walls' section).

Any outstanding balance will be due and owed to RSW on completion of the job.
Late payments for completed jobs will accrue an interest of 8 % per month.
Prices are based on the cost of materials and production costs at the time the estimate was created.
Our estimates are only valid for 14 days from date of estimate. Retainers and deposits are non-refundable.

CHECK THAT THE INFORMATION IS CORRECT:

It is the responsibility of the client to check information against the quote / invoice / PO and Layout.
The following need to be confirmed:

- *General layout
- *Image choice
- *Sizes
- *Substrate / Media choice

USES:

Kindly state the use of the wallpaper in order to choose the correct media for instance: bathrooms where water and steam may be present, in which case vinyl could be specified

CHANGES:

RSW assumes that, the client have verified information after artwork approval and we, RSW will not be held responsible for any changes made after work has been approved. A maximum of 2 changes (within means) per artwork will be allowed, thereafter, an hourly design fee will be levied.

MEASUREMENTS:

Generally all walls are skew and RSW will add 50mm bleed all around to ensure the whole wall is covered.
Should the client take their own measurements, care should be taken to measure the wall in at least 3 places for the overall height as well as the width:

- * To measure height: left, center & right side
- * To measure width: bottom, middle & top.
- * Please note any positions of plug points, windows, etc. (with relevant sizes); this may affect a mural image.
- * Please also note any reveals that will need wallpapering, as this is often a crucial detail that needs to be considered.
- * All walls are quoted on final wall sizes. We will ignore any window or door openings; we print for the whole wall.
- * All measurements to be given in mm.
Width x Height - in that order (e.g.: 3000mm W x 2600mm H).
Sizes are rounded up to cater for bleed and overlap.

Measurements given to RSW by the client is solely the responsibility of the client and should be checked again against the quote/invoice/PO and signed off Layout. RSW will not be held responsible for incorrect sizes and measurements given.

TURNAROUND TIME:

The turnaround time is measured in working days and begins as follows

a) Deposit is paid

b) Sign off and 'go ahead' via email verifying / confirming all information

Please allow 10 and 14 working days unless differently stated and agreed upon.

RSW will not be held liable for any loss the customer may incur by our not meeting deadlines within reasonable means.

RUSHED JOBS:

Any project order that requires a maximum of a 3 working day turnaround period (depending on the brief and size) will be considered a rushed job. An additional 5 % surcharge will be added to the final invoice.

RSW aim to provide the best quality in the short time allocated, but should there be any flaws or inconsistencies due to the limited time allocated, RSW will not be held responsible for loss of quality on receipt of the completed print.

Rushed jobs will be for the risk of the client.

SAMPLING AND VARIOUS MEDIA PROPERTIES:

A digital preview is never realistic enough a preview in terms of colour and contrast. Whatever is printed out can never be expected to be the same as that seen on a computer monitor. Even an enlarged version of the same image will also differ from the digital preview.

In some instances, if the variant of the actual print is out by more than 50 %, a claim may be justified.

It is recommended to do a test print first, and responsibility for this falls on the client who must request a test print.

If the client does not request a test print, no claims can be made.

Samples will be provided on request and may be billed for unless otherwise stipulated.

Due to the use of digital media, RSW can only suggest a scale and colour for a chosen design/pattern, even if samples may have been sent on a previous occasion, this cannot be treated as a conclusive and is still subjective. Furthermore various media have different print qualities and colour will vary from media to media.

Sometimes, actual printed wallpaper may not match the given sample. A specific scale and colour tone should be agreed upon before a job is printed on request of the client. If this has not been specified, RSW will reserve the right to print the tonal values and scale based on the artwork.

PACKAGING AND DELIVERY OF WALLPAPER:

RSW takes utmost care to package goods securely and will not be held responsible for damages incurred whilst in transit and in the care of the courier company; responsibility rests on the courier company / transport company to ensure goods are received in good order.

RSW calculate courier cut off dates for deadlines set by the client. In the event that a delay should result due to poor management on behalf of the courier company, RSW denies all claims or penalties for late delivery.

PREPARATION OF WALLS:

In the event that walls are not prepared in time for the agreed date of installation, a cancellation penalty may apply.

Walls must be clean, smooth and dry. The room must be cleared of obstacles that will obstruct the delivery of a professional installation.

RSW is required to comply with South African Health and Safety regulations. In the events that RSW manage the on-site installations, adequate access and facilities must be provided for by the client. For Health and Safety purposes, no installation may take place unless free unencumbered space is provided for the team to work in.

On installation, RSW will not remove any devices or wall fixtures and will cut around these items. Should the client prefer that wallpaper not be cut away, then this would be for the clients' own arrangement for removal of fixtures.

As a rule, the walls should not be painted with glossy enamels and oil based paint as this can interfere with the glues. Walls should be sanded down if the wall is painted with Enamel paint and repainted with a PVA or water based paint.

In theory, if any product rejects PVA, it will give an indication of how the glues will react.

In some instances, only a light sanding of enamel paint may suffice. It is advisable to perform a test patch and will be for the risk of the client.

Freshly painted walls should air dry for at least 6 - 7 days if possible

In some instances, existing wall finishes may reject vinyl in which case RSW will not be held liable.

RSW will not be held liable for any damp walls that may reject the wallpaper.

PRE INSTALLATION:

It is the client's responsibility to check all printed items before commencing cutting and installation.

All items should be checked for faults such as or colour variances contradictory to brief.

Should installation take place and then afterwards client decides that the image no longer falls in their taste, no claims whatsoever can be made to RSW.

CLIENT IN-HOUSE INSTALLATIONS:

In the instance of the client arranging their own installation, the responsibility of the end result no longer rests on RSW and our roll has now effectively changed to that of the print suppliers.

INSTALLATION OF VARIOUS MEDIA AND ITS QUALITIES:

*Wallpaper and Vinyl:

Layouts are submitted with all projects and panels clearly marked.

Installers will install according to this layout. RSW provides overall bleed for each wall and also provide an overlap between panels, which will be cut away as a butt-joint finish.

*MJet Pre-gummed DIY wallpaper:

*MJet DIY wallpaper is pre-gummed and should be wet with water and applied onto the walls.

The client should clearly specify if this media is required

lest another similar substrate will be sent that is not pre-gummed.

VINYL:

Vinyl is supplied in widths of 1.2m; therefore there may show a visible join if the print spec is larger than that of 1.2m.

Upon installation, it may require a 1 - 2mm overlap or a small gap between the printed panels.

This is standard because vinyl is unpredictable and can shrink over time, especially in air-conditioned spaces.

Standard Vinyl carry a 5 - 7 year guarantee.

ARTWORK:

All artwork provided by RSW may only be used by clients with the consent of RSW.

All artwork purchased/created by RSW for the client remains the property of RSW and can be reissued for other clients unless otherwise stipulated in writing in the contract.

All work carried out, whether experimentally or otherwise will be charged for.

In the event of additional work by RSW incurred in any way as a result of copy or brief as supplied by a client not being clear and/or legible, then RSW shall be entitled to make additional charges on a time and materials basis to cover such additional work.

Proofs of all work will be submitted for customer's approval. After approval, RSW shall not be liable for any errors which were not corrected by the client in the proofs as submitted. Additional charges shall be made for any extra proofs that are required as a result of alterations requested by the customer after approval.

When style, type or layout is left to RSW discretion, any subsequent changes to such style, type or layout required by the customer shall be subject to additional charges on a time and materials basis.

RSW has the right to charge the client for any approved design time, regardless whether or not the client proceeds with printing the final product or not.

RSW reserves the right to use the clients' artwork and photographs of printed media, for advertising, marketing and portfolio uses.

RSW studio will not be held responsible for images purchased and edited by the clients' own designers.

Images supplied by RSW have certain scale limitations and its inherent quality may not be suitable to fit certain wall specifications.

PHOTOGRAPHIC ARTWORK (AND OTHER ARTWORK PROVIDED BY THE CLIENT):

Photographic artwork does not require all areas to be in focus. It is up to the client to check that your choice of artwork is up to his/her expectations.

Any photographic blurred parts generally have nothing to do with the print quality and are mostly the artwork.

The photographers that we represent are professional photographers and they each have a particular signature style, like any other artist.

RSW is merely the facilitator in printing and installing the final image choice of the client and the choices made available, must be to RSW's considered standard of merit.

In the event of photographic artwork selected from images represented by RSW, the choice made by the client is subjective. Should the client later decide that the artwork is no longer suitable, the artwork can be re-printed, but for the client's own account.

In the event of artwork supplied by the client or purchased online, RSW can make suggestions if they feel the image quality would not match an acceptable standard; RSW cannot be held responsible for the overall quality of artwork provided by the client or purchased on-line.

In the event of an on-line purchased image, or images supplied by the client, RSW does not necessarily know the artwork or if there are artwork flaws in the artwork, and this would solely be for the risk of the client.

Should the client not be willing to take this risk, they can then employ RSW to check the artwork at an additional fee.

All artwork is merely a subjective argument and RSW will not be held responsible for the final choice made by the client. RSW is merely the facilitator, printer and installer. When the quality of the images is in question, RSW may send scaled previews (enlarged or reduced in size) for approval.