



BIG ENOUGH TO SERVE YOU, SMALL ENOUGH TO KNOW YOU!

CUSTOMER PACKET

Welcome and thank you for joining the Leading Print Partner (LPP) team! We are thrilled to have you on board and look forward to embarking on this journey together. Enclosed, you will find all the information you need to get started, including details about our processes, resources, and contacts.

We believe this partnership will lead to a long-lasting and prosperous business relationship. Should you have any questions or concerns at any point, please do not hesitate to reach out. We are here to support you every step of the way, **WE CARE!**

Address: 1348 Terminal Street, West Sacramento, CA 95691

Phone: (916) 374-8991

Customer Service: CustomerService@LPPprints.com

Estimates: Estimates@LPPprints.com

Accounting: AR@LPPprints.com

Company Overview

LPP is a family owned and operated business. We are a trade-only printing company catering to businesses, resellers, and other commercial entities rather than individual consumers. LPP is located in West Sacramento, California, which is strategically positioned near major highways I-5, US 50, and I-80.

LPP offers wholesale pricing to all our customers. To access these wholesale prices online, customers must provide a valid resale certificate, which indicates that they are a business or reseller. By limiting access to our website to only our customers with a valid resale certificate, we protect your prices from your competitors and ensure your business's value is upheld.

Pricing Information

We offer several methods for receiving price estimates:

- Common Items: Visit our online store at www.LPPprints.com
- Custom Quotes:
 - Estimates@LPPprints.com
 - (916) 374-8991

We strive to respond to most estimate requests received Monday through Friday, from 8:00 AM to 4:30 PM, within 1-2 hours.

Quality Assurance

At LPP, we are committed to maintaining the highest quality standards. We invest in cutting-edge technology and provide extensive training across all departments to ensure that every printed product meets the highest expectations. Our quality control processes adhere to G7 standards or above, and our ultimate goal is to achieve 100% customer satisfaction.

Turnaround Times

We recognize the importance of reliable turnaround times for both our customers and their clients. At LPP, we prioritize timely job completion. We offer a variety of turnaround time options available through our online store. For custom jobs, a standard turnaround time is provided on every estimate, with the option to contact customer service for expedited requests.

Customer Service Philosophy

Customer service at LPP is not merely a department; it is a core part of our philosophy. We believe that the customer experience is a vital part of what we are selling. Our team recognizes that every customer is unique, with specific needs that we are dedicated to uncovering and addressing. This personalized approach is what distinguishes us from our competitors and makes working with us a fulfilling experience. WE CARE!

For further inquiries or to discuss your printing needs, please do not hesitate to reach out to us. We look forward to partnering with you!

LPP TERMS AND CONDITIONS

NOTICE: PLEASE READ THESE TERMS & CONDITIONS CAREFULLY.

1. Acceptance of Terms

By accessing or using this website (the "Site"), you agree to comply with and be bound by these Terms & Conditions. If you do not accept these terms, please do not use the Site.

2. Changes to Terms

LPP reserves the right to change, modify, or amend these Terms & Conditions at any time, without prior notice. Your continued use of the Site after any changes indicates your acceptance of the new Terms & Conditions.

3. Use of the Website

You agree to use the Site only for lawful purposes and in a manner that does not infringe on the rights of, restrict, or inhibit anyone else's use and enjoyment of the Site.

4. Intellectual Property

All content, graphics, and other materials on the Site are the property of LPP or its licensors and are protected by copyright and other intellectual property laws.

5. Limitation of Liability

LPP and its affiliated entities will not be held responsible for various types of damages, including special, incidental, indirect, or consequential damages. This means that if a user suffers any kind of loss (financial or otherwise) due to the use of their services or products, LPP is not liable for those losses. The damages that are excluded from liability include those arising from mistakes or omissions, viral infections or cybersecurity issues, or delays or interruptions in service. In the event LPP has been made aware of the possibility of damages, we will still not be held liable. The maximum liability LPP can incur is limited to the total amount of the user's purchase at the time of their order. Consequential damages are not covered. Consequential damages refer to secondary damages that may arise from an initial loss (e.g., loss of profits due to service interruptions). These Terms & Conditions are governed by and construed in accordance with the laws of the jurisdiction in which LPP operates.

6. Indemnity

You agree that you shall indemnify and defend LPP and all parties from whom LPP has licensed portions of content, and their directors, officers, and employees, against all claims, liability, damages, costs and expenses, including reasonable legal fees and expenses arising out of or related to a) your breach of these Terms of Use or b) any suit, claim, or demand arising from or relating to any text photograph, image, graphic or other material incorporated into products.

7. Business Office Hours

Business hours are Monday through Friday, 8:00 AM to 5:00 PM excluding holidays.

8. Order Approval and Processes

Please take a moment to review your order carefully before submitting it.

LPP is NOT LIABLE for any errors in the final product that arise from the following issues:

- Misspellings
- Graphics Issues
- Bleeds
- Grammar Mistakes
- Damaged Fonts
- Punctuation Errors
- Incorrect or Missing Fonts
- Die Lines
- Crop Marks
- Transparency Issues
- Overprints
- Finished Product Size Discrepancies

We DO NOT make any changes to customer files without written approval. Please be aware that the minimum charge for typesetting and design services is \$15.00 and supplied artwork must be print ready files.

Artwork and Graphics: LPP is not responsible for any color shift that occurs in conversions from RGB, PMS and Index color converted to CMYK color modes. All artwork, designs and images must be provided with a minimum of 250 DPI. LPP is not responsible for images printed as fuzzy, distorted or pixilated due to customer provided artwork.

Color Proofing and Matching: Because of differences in equipment, paper, inks and other conditions between color proofing and production pressroom operations, a reasonable variation in color between color proofs and the completed job is to be expected. When a variation of this kind occurs, it will be considered acceptable performance. LPP is not liable for color matching or ink density on computer screen proofs approved by the customers. Screen proofs will predict design layout, text accuracy, image proportion and placement, but not transparency issues, density, or color including but not limited to conversions from RGB to CMYK. If you choose No Proof print as is, you assume full responsibility for the printing outcome.

Change Orders: All new files / changes submitted after your job status has changed to "In Production" are subject to a minimum \$15.00 additional charge.

Order Cancellation: LPP will be happy to help you cancel your order prior to approval. Orders submitted that do not request a proof are assumed approved at the time of order. Our customer service team will inform you of any cancellation charges depending on the stage the order is in at time of cancellation. Orders may not be refunded once they have been plated or any process thereafter. Cancelled orders are subject to a minimum fee of \$25.00.

9. Turnaround

Turnaround times are based on business days, excluding weekends and holidays.

10. Over / Under Run Policy

LPP considers all orders within 3% over or under run to be filled and complete.

11. Shipping and Delivery

LPP commits to minimizing any production difficulties that could cause delays in delivery schedules. However, they are not liable for any consequential damages that may arise from shipment or delivery delays. Customers agree not to hold LPP responsible for delays caused by:

- Weather conditions
- Shipping company delays
- International customs issues
- Any other circumstances beyond LPP's control

Delivery schedules rely on estimates provided by suppliers. While LPP strives to meet these schedules, unforeseen events like equipment failures, malfunctions, or technical problems may result in delays that do not constitute grounds for order cancellation.

A minimum charge of \$15.00 may be applied to the shipping costs for orders that change from will-call to shipping after the order is placed. LPP can ship via a third-party account upon customer request, subject to a minimum fee of \$15.00. LPP is not liable for errors, omissions, or any damage or loss that occurs with third-party shipments.

For orders valued over \$50.00, claims for lost or damaged shipments can be filed within 15 days from the shipping date. LPP is not responsible for losses or damages resulting from errors in the shipping address provided by the customer. Returned shipments marked as undeliverable due to an address error will be resent to the correct location at a minimum charge of \$15.00, plus any additional shipping costs incurred.

Please note we do not ship to P.O. Boxes.



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Norcal's largest **TRADE ONLY** printer

1348 Terminal Street
West Sacramento, CA 95691

www.LPPprints.com

Resale Certificate

I HEREBY CERTIFY:

1. I hold a valid Seller's Permit number:
2. This certificate is for the purchase of printed material from **LPP Prints**.
3. I will resell the printed material, which I am purchasing under this resale certificate in the form of tangible personal property in the regular course of my business operations, and I will do so prior to making any use of the item(s) other than demonstration and display while holding the item(s) for sale in the regular course of my business. I understand if I use the item(s) purchased under this certificate in any manner other than as just described, I will owe use tax based
4. I have read and understand the following:
For Your Information: A person may be guilty of a misdemeanor under Revenue and Taxation Code section 6094.5 if the purchaser knows at the time of purchase that he or she will not resell the purchased item prior to any use (other than retention, demonstration, or display while holding it for resale) and he or she furnishes a resale certificate to avoid payment to the seller of an amount as tax. Additionally, a person misusing a resale certificate for personal gain or to evade the payment of tax is liable, for each purchase, for the tax that would have been due, plus a penalty of 10 percent of the tax or \$500,

BUSINESS NAME

SIGNATURE OF PURCHASER, PURCHASER'S EMPLOYEE OR AUTHORIZED REPRESENTATIVE

PRINTED NAME OF PERSON SIGNING

TITLE

BUSINESS / PURCHASER ADDRESS

PHONE NUMBER

DATE