



VOLUME PRESS
TRADE PRINTING & BINDERY

**NEW CUSTOMER
WELCOME PACKET**

Future Customer,

Thank you for your interest in Volume Press. Enclosed is all the information you should need to begin what we're sure will be a long and wonderful relationship between our two companies. If you should have any questions or concerns, please do not hesitate to contact us.

Phone (916) 374-8991

Fax (916) 374-8993

General E-mail customerservice@volumepress.com

Online Store ordersonline@volumepress.com

Estimating estimates@volumepress.com

Accounting arsupport@volumepress.com

Thank You

The Volume Press Team

COMPANY OVERVIEW

Volume Press is a family owned and operated printing company located in West Sacramento, California. Volume Press is close to freeways I-5, US 50 and I-80, the main highways running through Northern California. Volume Press sells ONLY to the printing trade and does not have any salespeople. Volume Press offers wholesale pricing to print brokers, printing companies, and in-house print shops. You must have a valid resale permit and have it on file to purchase printing from Volume Press.

Our 45,000 square foot, state of the art printing facility offers the most diverse lineup of products available to the printing industry. Our two web presses can print a press sheet size up to 17 ½" x 22", with up to four colors on both sides on coated and uncoated paper stocks. We have three Heidelberg sheet fed presses that are perfect for your full color printing needs. Our variable data digital press can print your short run color jobs that can allow all printed documents in a press run to be unique. Our Jet presses can print up to 50,000 two-color envelopes per hour. We also have full service trade bindery and we can deliver or ship your job to almost any location.

WEB SITE

Our website was created for our customers to have easy access to our pricing and job submission. You must be a verified reseller of printing to have access to any of the pricing features on our website. By restricting access to the general public your prices are protected from the view of your customer.

PRICING

There are several ways to receive a price estimate from Volume Press. For common items you can use our pricing pages on our online store at www.volumepress.com. For custom quotes, you can e-mail a quote request to estimates@volumepress.com, call us at 916-374-8991 or fax your request to 916-374-8993. Most estimate requests received Monday thru Friday from 8:00 am to 4:30 pm, will be returned to you within 1-2 hours.

QUALITY

Volume Press invests in the latest technology and extensively trains each department to make every printed product the best that it can be. Nothing less than 100% customer satisfaction is acceptable. All of our equipment and quality control processes are implemented to G7 standards or above.

CUSTOMER SERVICE

Volume Press Customer Service is not just a department, it's an integral part of our philosophy. In a way, customer service is the product we are selling. There are many who can sell you good quality trade printing. What sets us apart from the competition, is an attitude that each customer is different and each has needs that need to be uncovered, understood and acted on. Everyone here knows this attitude is what sets us apart and what always makes coming to us with your printing needs such a rewarding experience.

TURNAROUND TIMES

Volume Press understands how important a reliable turnaround time is to both you and your customers. At Volume Press we make sure your job is completed on time, every time.

Volume Press offers the most turnaround time options available in the printing industry on purchases made through our Online Store.

On custom jobs a standard turn time is listed on every estimate. Contact customer service if you require a faster turnaround time.

Turnaround Times

Volume Press offers a wide range of turnaround times at different price levels to help you accommodate even the most demanding of delivery times.

Our Online Store has several turn time options.

Turnaround times may vary depending on the product and what options are selected for that product.

The Turnaround time options we offer are:

- **Standard** – Usually starts at 3 to 5 work days depending on the product.
- **Quick** – 1 day quicker than the standard turn time.
- **Quicker** – Usually 2 days quicker than the standard turn time.
- **Quickest** – Usually 3 days quicker than the standard turn time.
- **Saver** – Save money by giving us the longest turn time available for a product

Work days are Monday – Friday, excluding holidays.

Business Day cutoff times are as follows:

Standard, Quick and Saver options must be approved and be ready to print by 12:00 PM (Noon)

Quicker and Quickest options must be approved and be ready to print by 10:30 AM

Cutoff times are determined once when we have approved, ready to print files.

Approved and Ready by Cutoff Time Listed Above

WORK DAYS	ORDER DAY	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5	DAY 6	DAY 7
SAME DAY	JOB COMPLETED BY 5:30PM							
1 DAY	IN PRODUCTION	JOB COMPLETED BY 5:30PM						
2 DAY	IN PRODUCTION	IN PRODUCTION	JOB COMPLETED BY 5:30PM					
3 DAY	IN PRODUCTION	IN PRODUCTION	IN PRODUCTION	JOB COMPLETED BY 5:30PM				
4 DAY	IN PRODUCTION	IN PRODUCTION	IN PRODUCTION	IN PRODUCTION	JOB COMPLETED BY 5:30PM			
5 DAY	IN PRODUCTION	IN PRODUCTION	IN PRODUCTION	IN PRODUCTION	IN PRODUCTION	JOB COMPLETED BY 5:30PM		
7 DAY	IN PRODUCTION	IN PRODUCTION	IN PRODUCTION	IN PRODUCTION	IN PRODUCTION	IN PRODUCTION	IN PRODUCTION	JOB COMPLETED BY 5:30PM

EQUIPMENT

PRESSES

DIDDE 8-COLOR WEB WITH UV DRYING

Rotary and Cross Perf Units
Maximum Sheet Size 17 1/2" x 22"
Maximum Image Size 17" x 21 1/2"

DIDDE 4-COLOR WEB WITH UV DRYING

Rotary and Cross Perf Units
Maximum Sheet Size 17 1/2" x 22"
Maximum Image Size 17" x 21 1/2"

2-COLOR SUPER JET PRESS (2)

Up To 9 x 12 Envelopes
2-Color Perfecting With Bleeds

IJET COLOR 3.0 PRESS

Full Color Envelope Ink Jet Printing
Full Color Up To 9 x 12 Envelopes

KODAK NEXPRESS 2500 SE

5 Colors Up To 14" x 20"
Dimensional Coating Unit
Clear Coating Unit

HEIDELBERG XL 75-6-PTLF

6 Colors Plus Coater
4/2 Perfector
Maximum Sheet Size 23" x 29"

HEIDELBERG SM 74-5-LX

5 Colors Plus Coater
Maximum Sheet Size 20" x 29"

HEIDELBERG MOFHIL

5 Colors Plus Coater
Maximum Sheet Size 19" x 25"

BINDERY

Tech Lighting UV Coater
Baumfolder 4/4 Pile Feed
MBO B30 Folder 4/4/4/4 (2)
Polar Cutters (2)
Saber Cutter
Bracket Automatic Padder (4)
Shrink Wrap Tunnel (2)
Graphic Wizard - Perf, Score, Fold, Crease
Drill - 1 Head / 3 Head
6 Pocket Muller Saddle Stitchers (2)

PREPRESS

Agfa Apogee X PDF Workflow
Agfa Avantra 20/25 Imagesetter
Kodak Magnus 4up Automatic Platesetter
Agfa Sherpa Digital Imposition Proofer
Epson 7000 / 7900 Pro Color Proofers (2)

Visit our web site at
volumepress.com

VOLUME PRESS

WHOLESALE PRINTING FOR THE TRADE

1348 Terminal Street
West Sacramento, CA. 95691

Inside California

1-888-548-7233

Outside California

(916) 374-8991

VOLUME PRESS PAYMENT OPTIONS

ONLINE STORE

Our best pricing on the most commonly used products are available by purchasing via our Online Store. Online Store purchases require prepayment at the time when the order is placed. Our online store pricing can be up to 10% less than if you ordered a custom job.

CUSTOM JOBS

Volume Press payment terms for custom jobs (orders not placed on our online store) are as follows,

All Accounts

Payment at the time of order (payment must be received no later than 1 work day after order is placed)

5% discount if paid by check

2% discount if paid by credit card

C.O.D. (payment must be received before job leaves our facility)

3% discount if paid by check

Open Accounts (must have approved credit terms)

2% discount if paid within 10 days from invoice date by check

All invoices are due net 15 days from invoice date. Any past due invoices paid by credit card are subject to a 2% service fee.

CREDIT APPLICATION



VOLUME PRESS
TRADE PRINTING & BINDERY

1348 Terminal Street • West Sacramento, CA 95691
916.374.8991 ph • 916.374.8993 fx

DATE: _____

FIRM NAME: _____

STREET ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE: _____ CALIFORNIA RESALE #: _____ CHECK IF OUTSIDE CALIFORNIA

MAILING ADDRESS IF DIFFERENT: _____

CITY: _____ STATE: _____ ZIP: _____

OWNERSHIP: SOLE OWNERSHIP _____ PARTNERSHIP _____ CORPORATION _____

OWNER'S NAME: _____ SS# _____

TYPE OF BUSINESS: _____

HOW LONG IN BUSINESS: _____ AT CURRENT ADDRESS: _____

BANK REFERENCE

NAME: _____ BRANCH: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

CHECKING ACCOUNT#: _____ PHONE: _____

TRADE REFERENCES

NAME: _____ PHONE: _____ FAX: _____

ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____

NAME: _____ PHONE: _____ FAX: _____

ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____

NAME: _____ PHONE: _____ FAX: _____

ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____

CREDIT LINE REQUESTED _____

IN CONSIDERATION OF THE EXTENSION OF CREDIT BY VOLUME PRESS TO _____ THE UNDERSIGNED,

Company Name

AS _____ (OWNER) OF THE COMPANY, PERSONALLY GUARANTEES PROMPT PAYMENT FOR ALL ACCOUNTS, INDEBTEDNESS AND OBLIGATIONS OF THE COMPANY WHICH MAY BE OR HEREAFTER BECOME DUE TO VOLUME PRESS. THE UNDERSIGNED FURTHER AGREES TO PAY VOLUME PRESS REASONABLE ATTORNEY FEES AND COSTS, PLUS 1 1/2% PER MONTH INTEREST IN CASE OF DEFAULT IN PAYMENTS BY COMPANY.

SIGNED _____

PRINT NAME _____

DATE _____

RESALE PERMIT FORM



1348 Terminal Street • West Sacramento, CA 95691
916.374.8991 ph • 916.374.8993 fx

ATTENTION ACCOUNTS PAYABLE DEPARTMENT

In order for your job to be tax exempt, we need to have a resale certificate on file with your sellers permit number and your signature. Please take a few minutes to fill out this form and fax it back to us. Without this certificate on file with us, your job is subject to be charged sales tax by Volume Press according to regulation 1541 of the State of California sales use tax laws.

Fax form at **916-374-8993** or E-mail form to **arsupport@volumepress.com**

Firm Name: _____

I hereby certify, that I hold a valid seller's permit number _____
issued pursuant to the sales and use tax law that I am engaged in the business of selling

That the tangible personal property described herein which I shall purchase from VOLUME PRESS will be sold by me in the form of tangible personal property, provided that in the event of such property is used for any purpose other than retention, demonstration, or display while holding it for sale in the regular course of business, it is understood that I am required by the Sales and Use tax law to report and pay tax, measured by the purchase price of such property.

Description of property to be purchased: **PRINTING PRODUCTS**

Date: _____ Signature: _____

Company Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

VOLUME PRESS TERMS AND CONDITIONS

NOTICE. PLEASE READ THESE TERMS & CONDITIONS CAREFULLY. BY USING THIS WEB-SITE YOU AGREE TO BE BOUND BY THE TERMS & CONDITIONS STATED BELOW. IF YOU DO NOT AGREE TO THE TERMS & CONDITIONS STATED BELOW, PLEASE DO NOT ACCESS THIS WEB-SITE. VOLUME PRESS RESERVES THE RIGHT TO CHANGE, MODIFY OR AMEND THESE TERMS AND CONDITIONS WITHOUT ANY NOTICE.

OVER / UNDER RUN POLICY

Volume Press will consider any order filled within a 3% over or under run.

LIMITATION OF LIABILITY

In no event shall Volume Press or its licensors, suppliers, or vendors, their officers, directors, employees, or agents, be liable for any special, incidental, indirect, or consequential damages of any kind, or for any damages whatsoever resulting from loss of use, data or profits, whether or not Volume Press has been advised of possibility of the damage, arising out of or in connection with the use or performance of the site or of failure to provide services that you order from Volume Press, including without limitation, damages arising from mistake, omission, virus, delay, or interruption of service. Our liability is limited to the total amount of your purchase at time and date of your order and shall not include any consequential damages.

OFFICE HOURS

Our office hours are 8:00 AM to 5:00 PM PST, Monday thru Friday, excluding holidays.

TURNAROUND

Standard turnaround times are work days, excluding weekends and holidays. See Turnaround Time Chart for details.

RETURNS / REFUNDS

Since each order is unique and has no re-sale value, all sales are final. If we verify that we made an error, we will reprint the order. No refunds or credits. Customer must notify Volume Press within 5 business days of receipt of order to notify any defects discovered in the ordered product or the claim will be denied. In order to receive replacement, customer must return 100% of the received product within 15 days (**at their own expense**) from the time when the ordered product was delivered.

INDEMNITY

You agree that you shall indemnify and defend Volume Press and all parties from whom Volume Press 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.

ORDER APPROVAL

Please review your order prior to submitting.

Volume Press is NOT LIABLE for errors in a final product caused by any of the following reasons: Misspelling, Graphics, Bleeds, Grammar, Damaged Fonts, Punctuation, Incorrect or Missing Fonts, Die Lines, Crop Marks, Transparency, Overprints or Finished Product Size. We DO NOT make any changes to customer files without written approval. Minimum charge for typesetting and design is \$10.00 + our hourly rate and will require a PDF proof in the amount of \$5.00.

CUSTOMER SUBMITTED ARTWORK OR GRAPHICS

Volume Press 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. Volume Press is not responsible for images printed as fuzzy, distorted or pixilated due to customer provided artwork.

COLOR PROOFING & 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.

Volume Press 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.

ORDER CANCELLATION

Volume Press will be happy to help you cancel your order prior to approval. Jobs 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 of the order. Orders may not be refunded once they have been plated or any process thereafter. All charges accrued at the time of cancellation will be billed at the full rate. A minimum cancellation fee of \$25 will be charged to all cancelled orders.

CHANGE ORDERS

If a change is made to an existing order that results in a credit, a fee will be charged in the amount of \$25.00 for costs associated with these changes.

All change orders are subject to a \$5.00 processing fee in addition to any extra charges that are associated with the change order.

New files for books or multi page documents after the file has been prepared for proof or print are subject to a \$5.00 change plus any time required at our hourly rate.

All new files submitted after the job status has changed to "In Production" are subject to a \$10.00 charge plus any time required at our hourly rate.

ORDER SHIPPING AND DELIVERY

Volume Press will always act to make sure that any production difficulties do not delay delivery schedules. In no case shall Volume Press be liable for any consequential or damages resulting from any delay in shipment or delivery.

Volume Press customers agree not to hold Volume Press liable for delays in shipments caused by weather conditions, shipping company delays, international customs issues or any other circumstances beyond Volume Press' direct control. Volume Press shipment and delivery dates are calculated based upon estimates provided by our suppliers.

ORDER SHIPPING AND DELIVERY cont.

Volume Press will always act to make sure that delivery schedules are met. However, unexpected equipment failure, malfunction, and/or technical problems may delay the printing process. Technical difficulties will not be grounds for order cancellation.

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

A \$5.00 charge will be added to the shipping cost of any order that changes from will call to shipping after the order is placed

THIRD PARTY SHIPMENTS

Volume Press can ship using a third party account of the customers choice. All third party shipments are subject to a \$5.00 per box charge for all single box shipments and \$10 per pallet for all LTL shipments.

SHIPPING ERRORS & LOST PACKAGES

Lost or damaged claims can only be filed for shipments over \$50.00 in value and can only be done 15 days from package shipment. Volume Press is not responsible for 3rd party shipping errors, omissions or damaged shipments.

CUSTOMER SUPPLIED INCORRECT ADDRESS

When a package is not delivered due to an error made by the customer in submitting the proper shipping address, Volume Press will re-ship the package with the corrected address and charge \$15.00 plus any, and all, additional shipping costs for the re-shipment.

PAPER STOCK POLICY

In order to maintain the most competitive print prices, we must utilize a number of paper stock sources and paper mills. We reserve the right to change our paper suppliers as necessary to assure you the best quality paper stocks available at the industry's most competitive prices.

WHAT DO YOU DO WITH MY INFORMATION?

At Tackett Volume Press Inc. we respect your privacy and take protecting it seriously. This Privacy Policy covers our collection, use and disclosure of information we collect through our website and service, www.volumepress.com. The use of information collected through our service shall be limited to the purpose of providing the service for which our Clients have engaged us.

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