



# Print Management

**Effective Date:** April 2025

At 1194 Creative, we offer comprehensive print management services as part of our creative solutions, ensuring high-quality production and a smooth experience from artwork to final print. This policy outlines how we manage client print projects and the associated digital files.

## **Our Print Management Services Include:**

- Print specification consultation and advice
- Liaising with trusted print suppliers on behalf of clients
- Artwork setup, proofing, and press-ready file preparation
- Coordination of print production and delivery logistics

## **File Handling & Storage**

### **Active File Retention:**

All client print files and artwork are stored for a period of up to 6 months from the project completion date.

### **Secure Backup & Archiving:**

After 6 months, files are securely archived and backed up on-site. These files are stored safely but may not be instantly retrievable without notice.

### **Client Responsibility:**

Clients are advised to retain their own copies of approved print files and final artwork, as retrieval from our archive may incur a handling fee and require up to 5 working days.

## **Proofing & Approval Process**

- Clients will be provided with digital proofs before any print job proceeds to production.
- It is the client's responsibility to check all details (e.g. spelling, layout, colours, dimensions) and give written approval.
- Once approval is received, we proceed to print. Changes cannot be made after approval without incurring additional costs.

## **Quality Assurance**

We work only with trusted print partners to ensure consistent, high-quality results. However, as we act as an intermediary, any production issues will be resolved in accordance with the print supplier's terms and conditions. If an issue arises due to a file or setup error on our part, we will take immediate steps to correct the issue and liaise with the supplier to resolve it.

## **Delivery & Lead Times**

Typical print turnaround times range from 3–10 working days, depending on the product and quantity. Delivery times are estimates and may be affected by supplier capacity, courier delays, or client approval delays.