



# Street's Imaging Services Pty Ltd

(abn 11 009 955 168)

4/7 Anthony Street, West End, QLD 4101

## GENERAL INFORMATION & TERMS OF TRADING

*The placement of an order with STREET'S IMAGING SERVICES Pty Ltd is deemed acceptance of STREET'S IMAGING SERVICES Pty Ltd Terms of Trading which shall prevail.*

**DENSITY:** As density is very much a matter of personal preference, STREET'S IMAGING SERVICES requests you advise your specific requirements by noting such on the proof- i.e. 'match proof', 'darker' or 'lighter'. Where no instructions are received, STREET'S IMAGING SERVICES will print lab standard density.

**COLOUR MATCHING:** STREET'S IMAGING SERVICES cannot guarantee exact colour matching. Particularly when compared to other film or paper types. When re-ordering prints, do not expect close matching unless a reference print or proof is supplied with the order and specific instructions outlined, i.e. 'match proof'.

**MASKING:** For systematic cropping and added protection, each negative must be mounted on a STREET'S IMAGING SERVICES Auto mask. Unmasked negatives sent for Auto Printing will incur a masking fee of \$1.00 per negative and you must accept our cropping.

**CROPPING & PRINT RATIOS:** Be sure to allow approximately (2mm) on all sides of the negative for borderless printing. Please note that 50x60cm, 50x76cm and 76x101cm prints are not in ratio to either 10x13 or 13x18 standard cropping. For these sizes, do not crop tightly. Allow ample free surround space for non-standard ratio cropping.

**INSURANCE:** Insurance is the responsibility of the customer.

**PRICES:** Prices apply from the appropriate date on the price list applicable and are stated in Australian dollars.

**PRINT SIZES:** All sizes specified are approximate. All prints are borderless. (Paper sizes are Imperial so rounding occurs when converting to metric measurements.)

**PRINT REGARDLESS:** If in our estimation, your negatives or files will not yield STREET'S IMAGING's standard quality prints due to improper lighting, filtration, exposure etc., we may **return your negatives** or files unprinted. If it is not possible to re-photograph, we will accept the order on a "Print Regardless" basis. Both the order sheet and Auto masks for such negatives must be clearly marked "Print Regardless". STREET'S IMAGING will not be responsible for results nor will credit be granted on "Print Regardless" orders.

- DESPATCH:**
- Property in the goods passes from STREET'S IMAGING to customers ex Brisbane laboratory for prepaid orders, otherwise remains with lab until payment is received in full.
  - Customers are free to pick up the goods at a pre-arranged time with STREET'S IMAGING, or to organise their own delivery of goods.
  - Unless specifically requested and a freight fee is paid, **CD's** may not be returned to client's if the return of the **CD increases the cost of postage and packaging.**
  - Where directed by customers, STREET'S IMAGING will organise delivery of a customer's goods and charge freight to customers. Mounted prints 60x76cm or larger are surcharged at \$27.50 for packing.

**LIABILITY:** Utmost care is exercised in handling customer's films. However, in case of loss or damage, liability of any kind is limited to the replacement cost of unexposed film as below.

**LIMITATION OF LIABILITY:** Where used, "STREET'S IMAGING " refers to STREET'S IMAGING SERVICES Pty Ltd.

- The customer warrants that the customer has authority to require STREET'S IMAGING to undertake the processing required.
- Due care will be taken by STREET'S IMAGING to safeguard all material left for processing and its return to the customer, however, any material submitted for developing, processing, printing or other handling is submitted at the owner's risk.
  - Subject always to the Commonwealth Trade Practices Act-
    - Any express or implied condition, statement, representation or warranty, statutory (including but not limited to the sale goods act) or otherwise, is hereby expressly excluded,
    - Any loss or damage (including but not limited to consequential loss or damage) suffered by a customer due to the negligence of STREET'S IMAGING, its servants or agents, is expressly limited to any one or more of the following considering that any such claim is made within ten days or receipt of goods.
      - The replacement or payment of the cost of a like quantity of equivalent quality unexposed film left for processing.
      - The re-supply or payment of re-supply of the relevant service to the customer.
      - The payment of the cost of having the material repaired at the election of STREET'S IMAGING.
    - There is no warranty in respect of any colour variation on the processed film or prints. As colour dyes may change in time, there is no warranty for permanency of colour in film or prints.
    - All special instructions by the customer to STREET'S IMAGING will not be binding on STREET'S IMAGING unless confirmed in writing in a clear and precise manner. STREET'S IMAGING has no liability in any way whatsoever for any instructions either:
      - Not in writing
      - In writing but ambiguously expressed
  - The customer shall indemnify STREET'S IMAGING SERVICES in respect of any loss arising as a result of any claims, demands, suits or proceedings against STREET'S IMAGING in breach of clause 1 or in excess of the warranty by STREET'S IMAGING in clause 2B(b) 2D 2E.
  - Digital Files - No responsibility or liability what so ever is accepted for Loss or Damage to digital files submitted to the Lab. It is the Customer's responsibility to ensure that the original file is kept in their care and only a duplicate is sent to the Lab.
  - Viruses** - Although every care is taken to ensure no virus is transmitted to clients, it is the client's responsibility to ensure they have an effective virus scanning/checking procedure in place.

**RUSH SERVICE:** Rush service is available on most services EXCEPT DISPLAY PRINT orders.

Rush surcharge is + 100% for 24 hours and + 50% for 48 hours per order. Less than 24hrs by quotation.

For volume orders, rush surcharge is by quotation.

**GST:** GST is included in all prices.

**SERVICE TIMES:** In-lab service times are an estimate only and may be varied according to workloads. Times for more than one service are cumulative. Please separate your orders into individual orders (job bags), i.e. do not mix colour and black & white films. Try not to place too many print sizes in the one order - one mask size per order.

**PAYMENT TERMS:** Full payment is required with order - cash, cheque or credit card acceptable. orders which are not fully paid for at the time of receiving will not be processed until payment is made. Customers will be advised on day of receipt of order that payment was not received. (Declined credit card payments will be treated in the same manner). It is the **customer's responsibility** to ensure that all outstanding amounts are paid prior to sending further orders. If orders are received whilst **the customer** has an outstanding account, **the customer** will be advised of the situation and new orders will be delayed until outstanding amounts are cleared. **Dishonoured cheques** - **the customer** will be notified immediately and a re-imbusement cheque requested, to be delivered to the attention of STREET'S IMAGING Accounts Department to ensure orders are not delayed. A dishonour fee will be charged and must be included with the replacement payment. When paying by credit card, it is **the customer's responsibility** to ensure sufficient funds are available to cover orders.