

Terms and Conditions



- Working Hours** 8.00am to 5.30pm Monday to Friday inclusive, excluding public holidays. Please note that service times exclude weekends. Work outside these times is subject to a surcharge.
- Acceptance** All sales by DAC Group Ltd are made subject to the terms and conditions contained herein. DAC Group Ltd shall not be bound by customer's terms and conditions unless expressly agreed to in writing. By accepting our Invoice/Packing Slip the customer is bound by the terms and conditions thereon.
- Payment Terms** Credit Terms are available for approved customers upon application and approval of an account. Payment must be RECEIVED by DAC Group Ltd by 20th of the month following the date on invoice, unless otherwise agreed to in writing. We retain the right to charge interest of 2% per month on any overdue amount.
- Disputes and Returns** Disputes, or requests for credit, will be considered valid only if brought to DAC Group Ltd's attention within seven days of the date of supply. No credit will be considered without the return to DAC Group Ltd of material in dispute.
- Freight** Dispatch costs are not built into our prices. Individual requirements are best satisfied if your preferred method of dispatch is noted on purchase orders. We recommend courier services as the only proven, reliable dispatch method for material we handle. We endeavour to meet agreed delivery dates but cannot be held liable for consequential losses in dispatch or transit. Mistakes for which DAC Group Ltd accept responsibility will only be rectified free of charge if notified within 24 hours of the time you expected the goods.
- Liability** All material entrusted to DAC Group Ltd is handled with care. In the event of loss or damage we cannot accept any liability in excess of the replacement with an equivalent amount of unexposed photographic material. All photographic, pre-printed, or computer file material is accepted on the basis that the client is solely responsible for any claims arising from the reproduction of these items. DAC Group Ltd is unable to accept responsibility for delays or errors occurring due to incorrect files, disk formatting, or events beyond our control.
- Security** Our staff selection and in-house training emphasise the utmost discretion and security in all matters relating to, and material from, our clients.
- Service Times** Service times are based on the time the job is in the laboratory. These will be adhered to where ever possible.
- Rush / Priority Service** Priority service is available on all our services. A surcharge may be applicable. Surcharges will range from 25% to 200% depending on the nature of the service demands.
- 35mm Prints** All prints from 35mm negatives and transparencies will be matt and full-frame unless otherwise requested.
- Colour Matching** We will colour match where possible if a sample is provided or where a specific colour is requested.

Conversions			
Size inches	Size cms	A Size	mms
3.5 x 5	9 x 13	A5	149 x 210
6 x 4	10 x 15	A4	210 x 297
5 x 7	13 x 18	A3	297 x 420
8 x 10	20 x 25	A2	420 x 594
10 x 12	25 x 30	A1	594 x 841
11 x 14	28 x 35	A0	841 x 1189
12 x 15	30 x 38		
16 x 20	40 x 50		
20 x 24	50 x 61		
20 x 30	50 x 76		
30 x 40	76 x 100		

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