

Business and delivering policies

Prices are subject to being changed according to current costs for wages and material of **LOOK@Piculjan**. The offered price can only be confirmed when the order is placed. Errors within restriction. The customer is defined as the individual or company that has placed the order for work. People or companies, who give us work for a third party, are responsible to us as customer.

Delivery takes place from **LOOK@Piculjan** on the costs and dangers of the customer unless otherwise agreed in a written way. We are not responsible for layout-, color and fill in errors, which the customer has overlooked on the correction sheet or proof and failed to complain within a week.

Paying conditions

New customers: 50% of the order's value has to be paid at delivery, the remaining 50% have to be paid within 14 calendar days of the bill's date.

Existing customers: The bill has to be paid within 14 calendar days of the bill's date without rebate.

Delayed payments will incur additional charges based on current bank interest rates. In a deterioration of the customer's pecuniary circumstances or delayed payments we have the right to claim all, also not payable, bills immediately. Continuation of work based on proportional payment is purely at the discretion of **LOOK@Piculjan**. Every kind of discount and rebate is cancelled automatically at delay of the payment, and the dept will be increased according to the difference amount. Every incoming payment will be charged to the earliest dept. Owing claims may be ceded in our own discretion, independent of a separate agreement of the customer.

Printing permission is only given by the customer without exception. The customer will only be given correction sheets on his or her explicit claims. Layout-, color and fill in errors must be complained about by the customer before passing on. We are not responsible for the processing of data delivered by us (CD-Rom, etc and data transfer via ISDN or email).

Costs for corrections:

Changes for layout-, color-, style or the general carry out and their following costs which we are not responsible for, will be treated as additional work and charged accordingly.

Delivering time:

Unless otherwise agreed, the delivering time starts on the date of the incoming order and after all supporting documents are signed and delivered to **LOOK@Piculjan**. It ends on the day when the product leaves **LOOK@Piculjan** or when the finishing is announced. We are not responsible for unclaimed goods. Agreed delivering times will be non binding and are only approximate time-limits. delivering times are only approximate time-limits.

Complains can only be made immediately, but latest within a week after receiving the order. Defects on parts of the delivery cannot lead to the complaint of the whole order. **LOOK@Piculjan** has the right to make further corrections or a compensatory delivery. **LOOK@Piculjan** is not responsible for any form of consequential damages.

Copyright and right of reproduction

The copyright and the right of all kinds of reproduction on own designs, shootings and pictures etc. belongs to **LOOK@Piculjan**. The customer alone is responsible for the right of multiplication of all provided copies and he is responsible not to make a complaint to us about violation of copyright, rights of obligation, other business protection rights or personality protection rights of thirds. **LOOK@Piculjan** is not responsible for the content and realisation of provided datamedia.

Storage and handing over of printing products and data:

LOOK@Piculjan has no obligation to store manuscripts, photos, films, papers and electronically saved data (text or picture) after processing the order. When storages is agreed, the customer is responsible for the costs and risk of the storage. Copyproofs, photos etc. or high resolution data like type data, graphics and lithoscans, which were produced by employees or machines of **LOOK@Piculjan** and which are needed for the production of the ordered final product (e.g. printing film, proof, digital print, CD-Rom) belong to **LOOK@Piculjan** and will only be handed over, when this was agreed in a written way before the offer took place.

Supporting documents of the customer:

The customer is liable for the storage of provided manuscripts, originals, slides or pictures and other documents as well as paper and added material. Furthermore, **LOOK@Piculjan** is under no circumstances responsible for unclaimed documents. **LOOK@Piculjan** is not responsible for saving and storing outdoors of provided and self produced data. Underlying copies of the order by the customer (e.g. computer prints, digital-proofs) are not binding. The customer is advised that the final product may have color differences which are due to different producing processes. If a binding copy is desired, an additional print must be made at additional cost.

Special agreements and deviation of this business and delivering policies need a written agreement, otherwise they are not valid.

Place of performance, payment and justice of the delivery and all disputes is Graz, also if the actual submittal takes place in another place, as agreed.

Furthermore our general business policies and the general business policies of the graphical business are valid. These policies are accepted when an order is placed.

www.lookpic.at