



Your challenge is our progress, business without boundaries

Achilea Investments t/a Cowan Signs Midrand (Pty) Ltd

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**ESTABLISHED**  
1996

## PLACEMENT OF ORDER

Please print the quotation, sign all pages of quotation and email it to your sales consultant assisting you. Once we received the signed quotation, final signed

Artwork proofs, simultaneously with payment your order will be processed for production and your sales consultant will keep you updated on progress of your order; orders will not proceed without final Signed off artwork proofs and payment.

## PAYMENT TERMS

Due to the custom nature of your sign, we would ask you to note that we cannot commence production of your order until we have received a 50% deposit and will be Unable to release the goods without the balance being paid upon collection or prior to installation.

Note: All signage remains the property if Cowan Signs until paid in full.

## ARTWORK

Please note it is our company policy that:

(A) All artwork proofs are signed off by the customer before production can commence on our proof forms provided.

(B) Confirmations must be in writing regardless of the simplicity of the sign.

(C) Once Signed off artwork is received by Cowan Signs any errors or omissions are the responsibility of the customer and any corrections will be charged at the appropriate rate.

(D) Any delays in supplying suitable artwork or formats requested will delay the proofing and production process and we will not be held liable for orders not being completed on time, even if there are Deadlines on the client's side.

## ARTWORK NOT SUPPLIED AND DESIGN IS REQUIRED

Where you require our graphic design services to prepare artwork for your signage we would ask that you supply all elements you wish to be included in the correct formats. Once we have received all

The relevant information we will provide you with a proof, Design fees may be costed to client too. To prevent delays in providing proofs, please ensure the following are provided:

**LOGO** - Are required in an "outlined EPS format" or PDF containing outlined graphics. JPEGs or similar flat images are rarely usable or suitable for full colour printing unless supplied in a resolution Suitable for the sign size in question.

An EPS format can be sourced from the original designer or from your printer. We are happy to source this for you if you supply us with the relevant contact details.

**FULL COLOUR IMAGES** - Required at a reasonable resolution, we cannot use pictures sourced from the internet. Depending on the size of the sign, the resolution needed would be a minimum of 300dpi. We cannot improve the quality of an image given to us.

TEXT CONTENT - Can be supplied by email or if a menu or heavy content sign is needed please supply in a word Document. If a particular font is required, please supply us with the name of the font.

As there are millions of fonts available, we may not have it on our system but can try and source it from internet based font businesses. In some cases charges may apply.

#### ARTWORK SUPPLIED AND READY TO USE

If applicable, please arrange for your artwork to be e-mailed or supplied on USB in a suitable format (e.g. outlined EPS). If files are very large, we are happy to download from dropbox. Before supplying final signed off artwork proofs, please check with your sales Consultant to confirm all dimensions are correct on artwork proof as a certain setup may be required e.g. bleed prior to production.

#### COMPLETION

Depending on the nature and complexity of your order, completion could take up to Minimum of 5 - 10 working days or more (weekends excluded) from the time artwork is approved and payments are received simultaneously, or due to the volume or size of order and complexity of order and these completion times may change accordingly and you will be notified by your sales consultant if delivery or installation or collection times will change if it is the case.

Any complaints about your order placed with our company can be put in writing to [helena@cowansigns.co.za](mailto:helena@cowansigns.co.za) within 24 hours from the date of completion, collection, delivery or installation. Failing to do so, will constitute your complete satisfaction of the work delivered and all monies owing will be due immediately and our company will not be held liable for any repairs or correcting of that order.

If your product is vandalized or misplaced or Stolen after delivery or installation our company will not be held liable.

This quotation is valid for a period of 21 days.

This quotation is subject to availability of materials from our suppliers, the completion process of your order may be delayed.

Colour of digital printing or life span thereof cannot be guaranteed as it does weather due to natural elements and we will not be held liable to replace any full colour printed signs or media.