

Terms & Conditions

Confidentiality Statement: It is the policy of A+ Mailing Solutions to maintain the utmost confidentiality of all information provided by customers. Mailing lists submitted by customers WILL NOT be used for the benefit of any other customer or organization. All information submitted in hard copy format will be discarded or returned to the customer upon their request. A+ Mailing Solutions reserves the right to keep samples of each mail piece in customer file for future reference.

Job Estimates: Estimates are valid for 60 days. Unless the actual mailing list and sample materials are provided to A+ Mailing Solutions, quotations are subject to change based on quantity and design issues. Design issues include, but are not limited to; color, paper stock, size, finishing and layout. Estimates are assuming materials provided will permit efficient handling on automated equipment based on equipment specifications and acceptable operational standards. Production issues due to unacceptable operating standards will be subject to costs in addition to the estimate. These issues include, but are not limited to; poor folding, facing, trimming, packing, sticking together, insufficient clearance between inserts & envelopes (minimum 1/4" each edge), square flap envelopes, and side seam envelopes. Customer will be notified when issues are discovered to discuss additional charges and a possible need for new delivery schedule.

Mailing Lists Brokered: Due to constant changes in resident and business demographics, actual counts can vary from date of inquiry to date of order. Unless specifically requested by customer, lists will be ordered and charged according to count available at time of order. Unless specifically stated, list licensing is for single use only. Any charges incurred as a penalty for abuse of this license will be the sole responsibility of the customer. Multiple use licenses are available for additional charges. Lists are individually produced for each Customer and therefore are not returnable. In the event of cancellation, Customer agrees to pay costs incurred up to the time of cancellation, with a minimum charge of 50% of the original order. A+ Mailing Solutions liability for errors shall be limited to replacing the list or refunding the cost of the list, whichever is less. **ALL BROKERED LISTS MUST BE PAID IN FULL BEFORE ORDERING.**

Data Files: Customers submitting mailing lists for processing should also provide a file layout and instructions. Acceptable data formats are ASCII comma or tab delimited; ASCII fixed field length, Dbase, Excel, and Access. Some Word data files are acceptable, but data manipulation is usually needed and will be charged accordingly. Unless otherwise indicated IN WRITING (email is preferred), address format will appear as follows:

Bar Code: [BAR-CODE]
Endorsement Line: 1*****AUTO 5 DIGIT 17057
Contact Name: Julie A. Wilson
Company Name: A+ Mailing Solutions
Address 1: 100 Brown Street
Address 2: PO Box 358
City/ST/Zip: Middletown, PA 17057

When both street and PO Box addresses are present, mailing will be made to the PO Box unless otherwise instructed.

Document Files: Customers submitting document files for printing should also provide a written file layout and instructions. Acceptable document formats are Microsoft Word, Microsoft Works, Microsoft Power Point, Publisher and PDF. If document submitted is to be used in a data/mail merge, all merge fields must be circled and/or highlighted when being submitted to A+ for appropriate field and processing set-up

Materials/Shortages: Shortage in materials will result in additional charges. Direct mail handling and processing involves spoilage (typically around 3%) and should be taken into consideration when providing materials. Leftover materials at completion of job will be stored, returned or disposed of per customer instructions. Shipping or delivery of leftover materials will be subject to shipping fees and delivery charges in addition to processing estimate or invoice.

Postage: Unless specifically indicated, estimates DO NOT include postage. POSTAGE MUST BE PAID IN FULL prior to mailing date of job. Upon receipt of mailing list(s) and mail pieces, A+ Mailing Solutions will notify customer of postage required. Postage estimates provided prior to receipt of lists **AND** materials d are subject to change after final receipt of mail pieces. Any overpayment or shortage of postage paid will be adjusted on final invoice for mail processing. A+ Mailing Solutions accepts Cash, Check, VISA/Master Card/Discover/American Express for payment of postage. Jobs requiring A+ Mailing Solutions check to be issued will be assessed an Administrative Check Fee equal to 4% of the transaction amount. This includes credit card transactions, checks made payable to A+ for permit imprint postage and postage shortfalls.

Final Charges will be according to actual counts processed and/or mailed. Changes in contents of mailing from approved estimate may result in additional charges. Omissions in customer supplied materials or postal required verbiage may result in additional charges. It is highly recommended that you proof your mail piece to A+ Mailing Solutions to be sure all contents comply with postal requirements for automated postal discounts and to avoid additional charges. If special materials are required for mailing and minimum quantities apply, customer will be responsible for entire quantity ordered.

Delivery Schedule: Normal turn time for most jobs is 3 days from receipt of materials. Jobs received after 2pm will be considered received the following business day. Jobs requiring same day, next day turnaround and Saturday processing may be subject to rush fees. All jobs should be scheduled at the earliest possible chance. Although we will make every effort to meet scheduled mailing dates, issues may arise beyond our control. Since we have no control over United States Postal Service or other carriers' delivery schedules, we cannot guarantee when mail or shipments will be delivered. Customers must accept the date which mail was released to these carriers as the date of delivery. Due to production scheduling, late material may affect the completion date of the order by a greater degree than the actual elapsed time the material is late.

Payment Terms: Invoice terms are Payment in Full upon receipt of order until credit application has been received and approved. Once approved, invoice terms for services provided are Net 15. Invoices paid beyond payment may be subject to interest, late fees and attorney's fees necessary for collections. Some services provided by A+ Mailing Solutions are considered taxable unless a valid tax exemption certificate is submitted at time of order. **Regardless of credit approval, list brokering payment is due at time of order and postage is due prior to mailing of the job.** When contracting with an intermediary such as a broker, ad agency, or printer on behalf of their clients, *A+ Mailing Solutions will hold the intermediary fully responsible for timely payment of invoices, interest and collection fees regardless of when the intermediary is paid by their client.*

Order Cancellations: Immediately upon receipt of signed estimate, A+ Mailing Solutions will order necessary mailing lists or materials for the mailing. In the event of cancellation of order by customer, charges for those items already purchased by A+ Mailing Solutions will apply. Any processing or printing already completed will also be charged.

I have read and understand the Terms & Conditions as explained above:

Signature & Title of Authorized Individual

Date