

TERMS & CONDITIONS

Cox Printing (United States)

Effective Date: 11th April 2026

These Terms & Conditions (“Terms,” “Agreement”) constitute a legally binding agreement between **Cox Printing** (“Company,” “we,” “us,” or “our”) and the customer (“Customer,” “you,” or “your”) governing your access to and use of our website, services, and products.

By accessing our website, placing an order, uploading files, or engaging our services, you expressly agree to be bound by these Terms in full. If you do not agree, you must not use our services.

1. Eligibility

You represent and warrant that you are at least 18 years of age and have the legal authority to enter into binding agreements. By using our services, you affirm that all information provided is accurate and complete.

2. Nature of Services

Cox Printing provides custom printing, design, and related fulfillment services. All products are manufactured **to order** based on Customer-provided content, specifications, and approvals.

All services are considered custom work and are not resellable or returnable once production begins.

3. Account Registration & Accuracy of Information

If account creation is required, you agree to:

- Provide true, current, and complete information
- Maintain and promptly update account details
- Accept full responsibility for all activity under your account

We reserve the right to suspend or terminate accounts suspected of fraud, abuse, or policy violations.

4. Orders & Acceptance

All orders are subject to acceptance by Cox Printing. We reserve the right, in our sole discretion, to:

- Refuse or cancel any order at any time
- Limit quantities or restrict services
- Reject files that do not meet production standards
- Require additional verification prior to production

An order is not considered accepted until payment is received and production has commenced.

5. Pricing & Payment

All pricing is listed in U.S. Dollars (USD) unless otherwise stated.

- Payment is required in full prior to production unless otherwise agreed in writing
- Prices are subject to change without notice
- Additional charges may apply for revisions, design work, corrections, or reprints
- Payment processing fees are non-refundable

We reserve the right to cancel any order due to pricing errors or system issues.

6. Artwork, Files & Customer Responsibility

You are solely responsible for all files, artwork, and content submitted to Cox Printing.

You represent and warrant that:

- You own or have legal rights to all submitted materials
- Content does not infringe on third-party rights
- Files are correct, final, and production-ready

Cox Printing is not responsible for:

- Spelling, grammatical, or design errors
 - Low-resolution images or incorrect file formatting
 - Misinterpretation of submitted instructions
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7. Proofing & Approval

If proofs are provided:

- Proofs are for layout approval only unless explicitly stated otherwise
- Color representation is not guaranteed due to screen and material variation
- Customer approval constitutes final authorization for production

Once approved, all responsibility for errors transfers to the Customer.

8. Production & Turnaround Time

Production timelines are estimates only and not guaranteed unless explicitly stated.

Cox Printing is not liable for delays caused by:

- Equipment failure
- Supply chain disruptions
- Carrier delays
- Weather events
- Labor issues or force majeure events

Production begins only after payment confirmation and proof approval (if applicable).

9. Cancellations

Orders may only be canceled if production has not begun.

- Cancellation requests are not guaranteed
 - Orders in production cannot be canceled under any circumstances
 - Approved cancellations may be subject to administrative, design, or processing fees
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10. Shipping & Risk of Loss

All shipments are delivered via third-party carriers (e.g., UPS, FedEx, USPS).

- Risk of loss transfers to the Customer upon shipment
- Cox Printing is not responsible for lost, stolen, delayed, or misdelivered packages
- Delivery dates are estimates only and not guaranteed

Any shipping claims must be filed directly with the carrier, although we may assist where possible.

11. Returns, Refunds & Claims

Due to the custom nature of our products:

- All sales are final once production begins
- No returns or refunds are permitted except as expressly stated herein

Claims for defects must:

- Be submitted within **3 business days of delivery**
- Include clear photographic evidence
- Be verified by Cox Printing as a production-related error

If approved, Cox Printing may, at its sole discretion:

- Reprint the order (fully or partially)
- Issue store credit
- Provide a refund

This remedy is exclusive and final.

12. Non-Qualifying Claims

Cox Printing is not responsible for:

- Customer errors in submitted artwork or files
- Color variations between screen and print output
- Subjective dissatisfaction with final product
- Incorrect expectations not reflected in order details
- Carrier-related issues after shipment

13. Intellectual Property

All content provided by Cox Printing, including website materials, templates, and design elements, remains the intellectual property of Cox Printing or its licensors.

Customer retains ownership of submitted artwork but grants Cox Printing a limited license to use it solely for production purposes.

We may retain printed samples for portfolio or quality assurance purposes unless explicitly requested otherwise in writing.

14. Limitation of Liability

To the fullest extent permitted by law:

- Cox Printing shall not be liable for any indirect, incidental, consequential, or punitive damages
- Cox Printing's total liability shall not exceed the amount paid for the specific order giving rise to the claim
- We are not responsible for lost profits, business interruption, or data loss

15. Indemnification

You agree to indemnify, defend, and hold harmless Cox Printing, its owners, employees, and affiliates from any claims, damages, or expenses arising from:

- Your submitted content
- Your violation of these Terms
- Your infringement of third-party rights

16. Force Majeure

Cox Printing shall not be liable for delays or failure to perform due to causes beyond its reasonable control, including but not limited to natural disasters, labor disputes, governmental actions, supply shortages, or carrier disruptions.

17. Modifications

We reserve the right to update or modify these Terms at any time without prior notice. Continued use of our services constitutes acceptance of any revised Terms.

18. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the **State of Washington , United States**, without regard to conflict of law principles.

Any disputes shall be resolved in the courts located within that jurisdiction.

19. Entire Agreement

These Terms constitute the entire agreement between you and Cox Printing and supersede all prior agreements, communications, or understandings.