

Terms and Conditions of Sale

Effective Date: June 1, 2026

These Terms and Conditions of Sale ("Terms") apply to all products and services provided by DUMAC LLC ("DUMAC", "we", "our" or "us").

By placing an order, approving an estimate, submitting artwork, or making payment, you agree to these Terms.

Quotes and Estimates

Quotes and estimates are based on the information provided by the customer and are valid for 30 days unless stated otherwise.

Quotes may change if specifications, quantities, materials, postage, mailing requirements, or production needs change.

An order is not accepted until approved by DUMAC.

Customer-Provided Files and Materials

Customers are responsible for providing complete, accurate, and production-ready materials unless we agree otherwise in writing.

DUMAC is not responsible for:

- Errors contained in customer-supplied files;
- Low-resolution images;
- Formatting issues in supplied artwork;
- Incorrect mailing lists;
- Copyright or trademark violations arising from customer materials;
- Delays caused by incomplete or inaccurate submissions.

The customer confirms that all submitted materials may be lawfully printed, mailed, reproduced, or distributed.

Proof Approval

Customers are responsible for reviewing proofs carefully before approval.

Approval of a proof means acceptance of:

- Text and spelling;
- Graphics and images;
- Colors and layout;
- Mailing information;

- Quantities and specifications;
- Any other project details.

DUMAC is not responsible for errors in approved proofs.

Changes requested after proof approval may result in added charges or delays.

Color Reproduction

Color may vary due to:

- Printing processes;
- Paper stock characteristics;
- Ink formulations;
- Monitor and display differences;
- Environmental conditions.

Exact color matching is not guaranteed unless agreed in writing and may involve additional charges.

Quantity Variations

Completed quantities may vary due to production processes.

Unless agreed otherwise in writing, a variation of up to 10% over or under the ordered quantity is acceptable.

Customers will be billed for the actual quantity produced and delivered.

Mailing Services

For mailing projects, customers are responsible for providing accurate mailing data and obtaining any required permissions to use mailing lists.

Customers may choose to have DUMAC acquire a mailing database. Any acquired data remains the property of the data provider and may not be shared or distributed except as necessary for the specific mailing for which it was obtained. Acquired business data may be used for follow-up marketing, and additional fees may apply.

DUMAC is not responsible for:

- Undeliverable mail;
- Postal delays;
- Postal service interruptions;
- Returned mail;
- Address inaccuracies supplied by the customer.

Estimated delivery dates are not guaranteed and depend on postal processing times.

Postage and Postal Rate Changes

Postage estimates are based on current US Postal rates in effect when the quote is issued.

Estimated postage rates may fluctuate depending on address or zip code saturation of provided or acquired data. If postal rates, fees, or surcharges increase before mailing, those increases may be charged to the customer.

Payment Terms

Unless agreed otherwise in writing:

- Payment is due upon receipt of invoice.
- New customers may be required to prepay services and/or postage.
- Large projects may require a deposit prior to production.

DUMAC may suspend work or withhold delivery on overdue accounts.

Credit Card Payments

Credit card payments are processed through secure third-party providers.

DUMAC does not store credit card information.

By submitting payment, customers authorize DUMAC to charge approved amounts for ordered products and services.

Late Payments

Past-due balances may accrue interest at the maximum rate allowed by law.

Where allowed by law, customers are responsible for reasonable collection costs, including attorney fees and court costs.

Shipping and Delivery

Shipping dates are estimates only and are not guaranteed.

Risk of loss passes to the customer when the order is delivered to the carrier.

DUMAC is not responsible for delays caused by:

- Carriers;
- Weather events;
- Equipment failures;
- Supply chain disruptions;
- Labor shortages;
- Government actions;
- Other circumstances beyond DUMAC's reasonable control.

Order Cancellation

Orders may be canceled only with DUMAC's written approval.

If an order is canceled, the customer is responsible for costs incurred up to the cancellation date, including:

- Design work;
- Prepress services;
- Materials purchased;
- Production labor;
- Postage commitments;
- Administrative expenses.

Ownership of Materials

Customer-provided materials remain the property of the customer.

Unless agreed otherwise in writing, production files, layouts, templates, and other work created by DUMAC remain DUMAC property until all invoices are paid in full.

DUMAC may display completed work samples for portfolio or promotional purposes unless agreed otherwise in writing.

Limitation of Liability

If a claim arises from DUMAC products or services, DUMAC's liability will be limited, at its option, to one of the following:

- Reprinting the affected materials;
- Correcting the affected services;
- Refunding the portion of charges directly attributable to the defective work.

DUMAC is not liable for:

- Lost profits;
- Lost business opportunities;
- Consequential damages;
- Indirect damages;
- Incidental damages;
- Special damages;
- Postage expenses incurred by the customer;
- Marketing costs or campaign losses.

Force Majeure

DUMAC is not responsible for delays or failures caused by events beyond its reasonable control, including:

- Natural disasters;
- Fire;
- Flood;
- Severe weather;
- Utility outages;
- Internet or telecommunications failures;
- Labor disputes;
- Equipment failures;
- Material shortages;
- Government actions;
- Postal service disruptions.

Governing Law

These Terms are governed by the laws of the State of Utah.

Any dispute related to DUMAC products or services must be brought in the state or federal courts located in Utah.

Entire Agreement

These Terms, together with any approved estimate, proposal, purchase order, invoice, or written agreement, are the entire agreement between the customer and DUMAC for the products and services provided.

Contact Information

DUMAC LLC

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