

Terms & Conditions — Glory Print

Welcome to **gloryprint.my**, operated by **Glory Typeset Service** (“we”, “us”, “our”).
By using our website or services, you (“you”, “customer”) agree to the following terms.
We may update these Terms anytime without prior notice.

1. Orders

- No cancellations, refunds, or changes are allowed after payment.
 - Please check your artwork and order details carefully before submitting.
 - Cancellations are only allowed if:
 - The file is not printable and cannot be corrected.
 - The order has not been processed.
 - The item is out of stock.
 - Refunds are given as **website vouchers only** (no cash or bank refunds).
 - Returns are accepted **only if we delivered the wrong product**. We will replace or offer an alternative solution.
 - No returns or refunds for:
 - Minor printing flaws (e.g. lines, dirt, or ink stains).
 - Slight imperfections from manual finishing (e.g. cutting, gluing).
 - Colour differences between screen and print (variation of 10–20% may occur).
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2. Delivery & Collection

- Customers must arrange and pay for delivery (e.g. Lalamove or other services).
- We ensure proper packaging, but once items leave our premises, we are **not liable** for delays, loss, or damage during transit.

- For self-collection, customers must inspect all items before leaving.
 - After collection, no claims, refunds, or reprints will be accepted.
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3. Artwork

- We do **not** provide design services. Please submit **ready-to-print files** in **JPEG, PNG, PDF, AI, or TIFF**, in actual size and **CMYK colour mode**.
 - For die-cut or white ink jobs: **AI files only** with outlined fonts and embedded images.
 - We do **not** proofread or check artwork. You are fully responsible for:
 - Size, colour, spelling, image clarity, and resolution.
 - If artwork is unprintable and you choose not to resend, refunds will be issued as **vouchers only**.
 - Do not upload illegal, copyrighted, or offensive content.
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4. Printed Products

- Size tolerance: up to **1–2 inches per 120 inches** due to material and finishing processes.
 - Colour variations are normal and may differ from screen previews.
 - We do not guarantee colour matching or consistency in repeat orders.
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5. Liability

- You are fully responsible for all files and materials submitted.
- By submitting content, you confirm you have the legal right to use it and that it does not violate any third-party rights.

- We are **not liable** for any claims, damages, or legal issues arising from your content.
 - Our total liability shall not exceed the amount paid for the affected order.
 - We are not responsible for delays or failures caused by circumstances beyond our control (e.g. natural disasters, power outages, transport issues).
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6. Payment

- All prices are in **Malaysian Ringgit (MYR)**.
 - Payment method:
 - **Maybank** – 5140 4881 3725
 - **Account Name:** Glory Typeset Service
 - Upload payment proof before confirming your order.
 - Orders paid by IBG or cheque will be processed only after funds are cleared.
 - No refunds or changes after payment.
 - Overpayments or incorrect payments will be credited as **vouchers** (no cash refund).
 - Prices and taxes may change without notice.
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7. Turnaround Time

- Printing starts only after **print-ready files** and payment are received.
- If files need correction, the turnaround restarts upon resubmission.
- Cut-off times:
 - **Weekdays:** 5:30 PM
 - **Saturday:** 12:30 PM

- Closed on **Sundays & Public Holidays** (not counted in production time).
 - Delivery time is separate from printing time.
 - Uncollected orders after **30 days** will be recycled.
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8. Termination

We may suspend or terminate your access at any time without prior notice.
Defamatory or false statements against our company may result in legal action.

9. Governing Law

These Terms are governed by **Malaysian law**. Any disputes will be handled in the **courts of Malaysia**.

For any inquiries, please contact us at **inkjetglory@gmail.com**.