



Cancellation Policy:

A customer may cancel an order that has been submitted as long as the order has ***not*** been printed. If the order is in production and has been printed, the customer will be responsible for any material(s) that has been used for the order. All customers must cancel the order in writing by sending an email to mailer@clayton.k12.ga.us with an explanation as to why the order is being cancelled and reference the name of the job.

To cancel *Graphic Design* job(s) that has been designed, all customers must also cancel the order(s) in writing by sending an email to mailer@clayton.k12.ga.us with an explanation as to why the order is being cancelled and reference the name of the job.

Orders will be cancelled and/or closed out after 30 days of submission if job(s) have been on hold due to, (1) missing information or files, (2) no correspondence to email(s) regarding order(s) and (3) graphic design proof sheets has not been approved. ******Customer will be billed for the graphic design order(s) that have been designed, but not approved.***

Copyright Policy:

We at Clayton County Public Schools Printing and Mailing Services prohibit any printing of copyrighted materials. We are committed to respecting the rights of copyright holders and complying with the copyright laws. Before an order can be processed, a copy of the Printing Requisition form along with written proof of the copyright release must be provided.

Prohibiting Policy:

Clayton County Public Schools Printing Services has the right to reject printing orders that may exhibit unauthorized graphics/images of alcohol, illegal drugs, narcotics, hallucinogens, amphetamines, barbiturates, marijuana, stimulants, tobacco related products, vaping, hookahs, juling or any electronic smoking devices, weapons, firearms or hazardous objects, sexually explicit images or gang related activities and any other harmful and offensive material that violates CCPS school policies and it best represents our rationale for rejecting any type of services that relates to the information outlined in this section.

Return Policy:

Customers have up to 7 business days from the time of pickup to return order(s) that were printed in error due to the fault of the Printing Services Department. Customers will be responsible for any orders returned after the 7th business day and will have to resubmit a new Printing Requisition at their own expense.