



Printing & Scanning Services

Service Bureau Policies

As of March 1, 2024

Definitions

Service Bureau Order

A Service Bureau Order is defined as any work requested to be performed by LATITUDE for hire, including but not limited to:

- *Printing (Service Bureau Print Order)*
- *Scanning (Service Bureau Scan Order)*
- *Advanced Visualization (Image Editing/Enhancement)*

Service Bureau Clients may not submit media to LATITUDE for involvement in a Service Bureau Order that infringes on the copyright of any other being or entity. LATITUDE reserves the right to refuse service to any Service Bureau Client whose Service Bureau Order is found to contain copyright protected elements which are not of their own creation or ownership. At any point LATITUDE may request proof of ownership or right to reproduce media before accepting a Service Bureau Order.

Client

A Client is defined as the individual or organization who solicits a Service Bureau Order from LATITUDE.

In-Production

A Service Bureau Order is deemed In-Production once all necessary files, originals, or other supporting materials have been received from the Client and all pertinent information regarding the specifics of the order have been confirmed in writing. The Service Bureau Order is considered fixed once it is deemed In-Production, where no further adjustments to the order can be made by the Client. Service Bureau orders can not be supervised by the Client. After submission, the Client will be notified by email when edits, test strips, and final prints are complete. Turnaround Time begins only after a Service Bureau Order has been deemed In-Production.

Health Precautions

COVID-19 Disclaimers

LATITUDE is monitoring COVID-19 and Illinois pandemic health protocols closely. We are prioritizing the safety of staff and may unexpectedly change our operating hours at any point due to staff sickness or confirmed exposure to the virus. *Therefore, LATITUDE can not guarantee turnaround times for completion of Service Bureau Orders, regardless of estimates.*

Retained Rights

LATITUDE and its Staff reserve the right to refuse working with or accepting a Service Bureau Request from any current or prospective Service Bureau Client.

LATITUDE and its Staff reserve the right to determine if and when any Service Bureau Client disregards these policies, as outlined in this agreement.

Service users found in violation of any part of the Service Bureau Agreement will first be given a verbal warning.

Further action will be taken in the event that LATITUDE Staff determines a Service User continues to violate any part of the Service Bureau User Agreement throughout the remainder of their reservation. In cases of any violation deemed excessive, LATITUDE Staff reserves the right to ask Service Users to leave the premises. In the event a Service User is asked to leave, the Service User is still responsible for paying the fees they've incurred, which will be delivered via invoice. Additional steps, measures, or assessments may be required of a Service User to regain access to LATITUDE in the event of violations of this User Agreement deemed excessive by LATITUDE Staff.

Code of Conduct

The safety of LATITUDE Staff and community members is important to us. Physical, emotional, and mental harm, harassment, and/or discriminatory practices by a Service Bureau Client will not be tolerated for any reason. Harassment means any unwelcome conduct on the basis of an individual's actual or perceived race, color, religion, national origin, ancestry, age, sex, marital status, order of protection status, disability, military status, sexual orientation, pregnancy, unfavorable discharge from military service, citizenship status, or work authorization status that has the purpose or effect of substantially interfering with the individual's work performance or creating an intimidating, hostile, or offensive working environment. Harassment is not limited to occurring in the physical location where you perform your job duties. When discussing disabilities, it is important to note that disability status should not be assumed, as not all disabilities are observed visually, and even something that appears to be an obvious

disability may not be a disability as defined by law. Discriminatory practices include aggressive language or actions towards communities of color, artists with disabilities, and members of the LGBTQIIA+. Some examples of harm or abuse are: inappropriate or aggressive language conveyed verbally or written, harassment, stalking, unwanted physical contact, unwanted sexual advances of any kind, and physical harm with the use of a weapon.

If a LATITUDE Staff member determines a Service Bureau Client is causing harm or abuse to themselves, harassing, or engaging with discriminatory practices LATITUDE Staff, LATITUDE volunteers, and/or fellow Service Bureau Clients, LATITUDE Staff reserves the right to remove this DIY user from the space immediately and evaluate the health of the working relationship between LATITUDE and the Service Bureau Client prior to future reservation(s) being made. A review process will begin after removal evaluating the safety of staff and community members. If a Code of Conduct breach occurs, the Board of LATITUDE will be notified and an incident report approved by the Executive will be kept on file. Additional steps, measures, or assessments may be required of a Service Bureau Client to regain access to LATITUDE's facilities, services, and programs in the event of any breach of the Code of Conduct.

LATITUDE strives to maintain a safe and friendly environment for everyone within the space. All Service Bureau Clients are expected to adhere to this Code of Conduct with respect to the equipment and facilities as well as LATITUDE Staff, LATITUDE volunteers, and all persons within it. All Service Bureau Clients have read and understood the LATITUDE Service Bureau Use Agreement and agree to be bound by its terms.

General Service Bureau Order Production Policies

Data Collection

When a Service Bureau Client requests Services from LATITUDE, personal information such as the Service Bureau Client's name, email, selected piece of equipment, and approval of this agreement on file. This information is not shared with any third parties and is used strictly for internal use and bookkeeping purposes.

Post-Production Approval Process

LATITUDE Staff completes a post-production approval process before contacting a client to receive a completed order. Work is not released until staff completes this process under any circumstances.

Standard Turnaround

Standard Turnaround is estimated at 5-7 Business Days and is deemed appropriate for most Service Bureau Order requests, but does not serve as a guarantee of any kind and adjustments to turnaround time are made entirely at LATITUDE's discretion. Service Bureau Orders that are of excessive quantity, size, workload, or any other quality deemed

extraneous or necessary will be communicated with the client to provide transparency in the estimated turnaround time.

While LATITUDE strives to have all equipment functional at all times, in the event of equipment failure or extensive maintenance, turnaround times will be extended and a Service Bureau Order may be unable to be completed on time or at all. Clients will be notified of the failure and subsequent outage approximation to assess a revised order turnaround time.

Business Hours for Service Bureau Orders + Pickups + Consultations

Regular business hours at LATITUDE are Monday-Friday, 10am-6pm. Service Bureau hours fall between 10:30am and 5:30pm during regular business hours. Consultations need to occur during Service Bureau hours and must be confirmed with staff ahead of time. LATITUDE holds the right to refuse walk-in consultations at any time for any reason, including but not limited to Saturdays as it falls outside of regular Service Bureau hours.

Clients can fill out the online form and set up a consultation by phone during regular business hours. Drop Off of any/all media, artworks, or artist originals including but not limited to photographs, illustrations, paintings, or film must be coordinated with LATITUDE staff with prior notice.

Rush Turnaround

Rush Turnaround may be applied to a Service Bureau Order at the discretion of LATITUDE Staff and will incur an additional fee. The Client must confirm all aspects and elements of their Service Bureau Order prior to their order being placed In-Production.

Any alterations made by the Client to a Service Bureau Order being produced with Rush Turnaround will nullify and void the agreed-upon Rush Turnaround time.

Rush Turnaround is not guaranteed for any reason. If LATITUDE cannot complete a Service Bureau Order within the constraints of a Rush Turnaround, any fees associated will be removed from the final invoice and the Service Bureau Order will be completed as soon as possible within the constraints of Standard Turnaround.

Consultations

If a Client desires assistance including but not limited to choosing images to include in a Service Bureau Order, managing a project, or sitting with a staff member to review files individually, a Project Management fee may be incurred by the Client. This fee has to be agreed upon in writing in advance of any meeting and paid in full.

Advanced Visualization

Alterations to image file(s) as part of a Service Bureau Order including but not limited to editing, cropping, dusting in excess of 50% magnification, and color adjustment, qualify as Advanced Visualization and will be charged a fee. Discounts of any kind can not be

applied to Advanced Visualization fees. Detailed instructions must be provided and edits can not be staff member specific.

Packaging and Shipping

All fees incurred for Service Bureau Orders that are to be packed and shipped are the responsibility of the Client. Shipping estimates can be provided upon request but are not guaranteed. LATITUDE prioritizes using USPS and UPS. Packages are insured up to \$100-150 respectively through the handler. If a client wants more insurance, signature confirmation, or expedited shipping, it is their responsibility to make that information known and pay for those additional costs.

Once the Service Bureau Order has been received by the shipping carrier, it is effectively deemed "Complete" and any issues regarding the timing, condition, or location of the order to be received are to be resolved with the shipping carrier by the Client. LATITUDE is not liable for damaged, lost, delayed, or otherwise undesirable orders once the Service Bureau Order is in the possession of the shipping carrier. Filing claims for lost or damaged packages are the responsibility of the Client and must be made with the shipping carrier.

Packaging supplies can be provided by LATITUDE depending on the particulars of a given Service Bureau Order. The method(s) and amount(s) of packaging used for any Service Bureau Order are determined by LATITUDE in respect to the method of transmission to the Client.

Alternate packaging amount(s) and method(s) must be confirmed in writing before Service Bureau Order production begins. This includes but is not limited to separating prints into individual packages, adding additional packaging materials, or otherwise altering the packaging method(s) and amount(s) deemed appropriate by LATITUDE. If alternate packaging amount(s) and method(s) are desired, additional packaging fees will occur in accordance with the increased labor and materials.

Intent to have a Service Bureau Order shipped is required when an order is confirmed and deemed In-Production. Orders must have complete and accurate shipping destination information, desired carrier, desired speed, and any additional information 2 business days prior to the estimated completion date. Any inaccuracies or incomplete information may delay shipping times.

Limit of Liability

Although extreme care is taken in the handling and safekeeping of all film(s), print(s), digital file(s), and other client original(s), LATITUDE is not liable for any loss or damage that may occur while those materials are in LATITUDE's possession. Clients are responsible for picking up all of their belongings associated with a Service Bureau Order upon completion. LATITUDE is not responsible for any materials left in LATITUDE's possession for more than 30 days.

LATITUDE is not responsible for the content(s) of a Service Bureau Order or associated belongings of the Client once they have left the premises for shipping, delivery, or curbside pickup. LATITUDE is not liable for damaged, lost, delayed, or otherwise undesirable orders once the Service Bureau Order is in the possession of the shipping carrier. Filing claims for lost or damaged packages are the responsibility of the client and must be made with the shipping carrier.

Service Bureau Print Order Production Policies

Print-Ready Files

Print-Ready Files (RTP Files) refer to files that are submitted to LATITUDE for a Service Bureau Print Order at the correct size, resolution, and aspect ratio desired for final image production. We recommend using an image editing platform such as Adobe Photoshop to adjust the aforementioned. Images less than 180 DPI at their correct size may look blurry or pixelated, which may be reflected in the final print.

Aspect ratio refers to the correlation between the length and width of your image. Although your image may look the way you want it to on-screen, it may not print at the size you desire without cropping, stretching, or resizing.

An Example:

A digital file from a DSLR usually produces a file with a 3:2 aspect ratio. If an 8x10" print is desired, which has a 4:5 aspect ratio, the image would need to be stretched or cropped to achieve those dimensions. If left as-is from the camera, the image could measure 6.67x10" or 8x12" without cropping or stretching the image.

Test Strips

Service Bureau Print Orders include one (1) test strip per image to be printed, on the media selected for final printing, for client assessment. Test strip size and the area of the image chosen are determined at the discretion of LATITUDE Staff as deemed appropriate for a given order. Additional test strips, including but not limited to those made for the purpose of testing substrates or revising files for print quality, are to be charged at the Service Bureau Rate dependent on substrate selection. Clients will be responsible for packaging and shipping charges if test strips need to be mailed or couriered.

In the event a client does not proceed with a print order of \$250 or more after the test strip approval process, subsequent orders will require a deposit for test strip materials. That rate is calculated by multiplying the average height of the images ordered by 6 inches (the length of a test strip) by the standard or fine art rate requested. If the order does not proceed to final prints then the deposit is kept to cover the costs of materials incurred by Latitude. If the order proceeds, that deposit is applied to the final total of the order.

PaperStock

LATITUDE does not reserve, set aside, or otherwise sequester any PaperStock substrates for any given Service Bureau Order. Therefore, a Service Bureau Order that necessitates a test strip must have that test strip confirmed in writing within 5 business days from notification of the test strip's completion. After that time, an additional test strip must be produced at cost to the Client to confirm color and paper, and the original substrate may no longer be available.

User-Supplied Media

Service Bureau Print Orders may be completed with LATITUDE PaperStock, or on User-Supplied Media provided it is compatible with LATITUDE's printer(s). Compatibility with LATITUDE's printer(s) is determined at LATITUDE's discretion and may vary from order to order, regardless of past performance. Clients who choose to have their Service Bureau Order completed with User-Supplied Media must provide a reserve of at least 25% additional substrate necessary to complete their order based on total square footage, to allow for testing, profiling, paper feed margins, and unforeseen errors. LATITUDE is not responsible for manufacturer defects discovered in User-Supplied Media.

Final Print Production

Final production on Service Bureau Print Orders begins once LATITUDE has received and confirmed details of Print-Ready files with the Client. Turnaround time for Service Bureau Orders does not start until test strips, if elected to be printed, have been approved by the Client during open business hours (not including Saturday). Test strips may add additional time to the estimated Standard Turnaround Time.

Prices listed are in reference to Print-Ready files, before applicable taxes. Resizing, cropping, or other edits may result in additional Advanced Visualization or Project Management fees and extend turnaround time. LATITUDE is not responsible for defects or errors discovered once a Service Bureau Order that has been deemed complete. A Service Bureau Order is deemed complete when the applicable invoice is paid in full and the finished work(s) are received by the client, which may take place in-person, via delivery or courier, or via curbside pickup.

Editions

LATITUDE recommends for situations when print-to-print consistency is paramount, that the Client requests their order be printed as a Closed Edition. Service Bureau Print Orders printed as a Closed Edition must be printed to a predetermined number of prints on the same substrate, with the same equipment and ink set, in a single production run as a single Service Bureau Order. Once the Service Bureau Order has been deemed complete, LATITUDE is not liable to match color, tone, rendition, or likeness of any work(s) produced as part of a Closed Edition and any subsequent prints must be made as part of a separate order and edition, closed or otherwise.

Print Matching

LATITUDE can provide services to assist a client in matching the color, tone, and general appearance of a previous print made at LATITUDE or otherwise. The Client will incur Advanced Visualization fees as part of their Service Bureau Order if Print Matching is desired. LATITUDE makes no guarantee that any Advanced Visualization will perfectly reproduce any preexisting original including but not limited to prints, scanned images, and digital files. An Estimate will be provided documenting the approximate amount of time any specific task is liable to incur, which must be agreed to by the Client in writing before the Service Bureau Order is in production. Any additional Advanced Visualization to be provided in excess of the Estimate will need to be agreed upon in writing, and LATITUDE will temporarily cease Service Bureau Order production until approval has been received by the Client.

Service Bureau Scan Order Production Policies

Final Scan Production

Final scan production starts once LATITUDE receives the originals to be scanned. Large quantities and/or excessive additional work including but not limited to advanced corrections, masking, and dusting at a greater magnification than 50% may extend turnaround time and incur additional fees.

Scan Matching

LATITUDE can provide services to assist a client in matching the color, tone, and general appearance of a scanned image produced at LATITUDE or otherwise. The Client will incur Advanced Visualization fees as part of their Service Bureau Order if Scan Matching is desired. LATITUDE makes no guarantee that any Advanced Visualization will perfectly reproduce any preexisting original including but not limited to prints, scanned images, and digital files. An Estimate will be provided documenting the approximate amount of time any specific task is liable to incur, which must be agreed to by the Client in writing before the Service Bureau Order is in production. Any additional Advanced Visualization to be provided in excess of the Estimate must be agreed upon in writing, and LATITUDE will temporarily cease Service Bureau Order production until approval has been received by the Client.

Invoicing, Estimates and Payment

Payment

Service Bureau Orders are to be paid in full before any goods or services produced or provided by LATITUDE are transferred to the Client, which includes but is not limited to physical prints, edited image files, and scan files. Payment is to be made via electronic invoice received via email. Accommodations may be made at LATITUDE's discretion for those who cannot access electronic payment options.

Deposit(s)

Any Service Bureau Order, and all Service Bureau Orders estimated at \$1,000.00 or greater, may require a 50% deposit to start production. Staff will confirm in writing when a deposit will be necessary.

Delinquent Account(s)

Work done for delinquent accounts over 60 days will be emailed requesting payment. If payment is not received, prints, scans, and any originals will be disposed of. Clients who maintain delinquent accounts will have a hold on their account for the delinquent payment amount and not be permitted access to LATITUDE facilities in any regard until payment is remitted in full.

Estimate(s)

Estimates in writing are provided upon request, which are transferred to the Client via email. Physical copies of an estimate may be requested if desired. All estimates are valid for 30 calendar days from the date of creation, and may differ from the final invoice. Estimates must be approved by the Client before Service Bureau Order production begins in any capacity. Estimates are not receipts and are subject to change. Verbal estimates or discussion about the cost of a Service Bureau order are not considered a valid estimate of services to be provided.

When a Service client violates ANY of the protocols listed in this document, LATITUDE has the following protocols in place:

- We will make the Service Bureau Client aware of the areas of this agreement they are in violation of.
- For violations of items listed above the Code of Conduct: conversations of ways to improve lab experience will be discussed. If violations continue after discussion then the member will not be able to return to the lab as a Service Bureau Client.
- For violations involving the Code of Conduct immediate actions will be taken. Those actions will include:
 - Asking that lab user to leave the premises
 - Canceling upcoming appointments until an investigation and report has been created.
 - Barring the Service Bureau Client from making future orders
 - Limiting DIY requests if the Service Bureau Client is deemed unsafe for LATITUDE
- LATITUDE will keep reports of violations on file.

I have read and understood the LATITUDE Service Bureau Policies Agreement and agree to be bound by its terms.
