

GuaranteedMailDate.com

a service by INTEGRAM

*We will meet our commitment to meet your mail date, as promised, **Guaranteed**, or we'll **do it for FREE**.*

- If we don't meet the mail date that we set with you, you are rewarded with a credit on your invoice for **the entire production services of the mailing**.
- If we fail to mail your project by the following business day, **all production services AND materials** for the mailing will be credited on your invoice.

Terms and Conditions

*Promised dates must be provided by INTEGRAM to our client in writing and will be included in the project estimate. The estimate will indicate the **GuaranteedMailDate.com** service has been selected. This must be included in the estimation process as timing is a factor for pricing projects. Deadlines are developed during this process. Postage is not part of the Guarantee. When a mail date cannot be met due to the following circumstances, the Guarantee becomes void:*

- *INTEGRAM shall not be liable for any failure of or delay in the performance of this Guarantee when the client doesn't meet its deadlines to INTEGRAM. This includes approvals, postage received, client supplied materials received, data, text and art received, and other items that are out of INTEGRAM's area of authority.*
- *INTEGRAM shall not be liable for any failure of or delay in the performance of this Guarantee when the client provided materials are not adequate to meet optimal performance of INTEGRAM equipment and processes.*
- *INTEGRAM shall not be liable for any failure of or delay in the performance of this Guarantee when such failure or delay is due to causes beyond its reasonable control, including but not limited to acts of God, war, strikes or labor disputes, embargoes, government orders or any other force majeure event.*
- *INTEGRAM shall not be liable for failure to meet this Guarantee in the event of failure or delay of the USPS to reasonably maintain its normal and expected performance standards.*
- *If only a portion of a mailing misses the promised mail date, the Guarantee covers only the portion that was not mailed on the promised mail date.*
- *If a client-related delay could lead to a missed mail date and the client wishes to remain on schedule, INTEGRAM will attempt to keep project on the original schedule, however the **Guaranteed Mail Date** becomes void. Additional overtime charges may apply and will be confirmed with the client when required.*
- *When the client is more than 30 days overdue on any existing invoice at the promised mail date, the Guarantee will become void.*

Claims to this Guarantee for failure to meet a mail date must be received in writing by INTEGRAM within 5 business days after any missed mail date event occurs. Please send your email to info@integram.com.