

Last Updated: January 23, 2026

Pre-Press Terms & Conditions:

It is the duty of the Customer to ensure all artwork is checked thoroughly for any errors. Rootree is not responsible for reviewing content for spelling, omissions or other errors.

During the printing, laminating, and converting processes, deviations are possible. Quality control processes are in place to identify and remove deviations that fall outside industry tolerances.

Due to the complexity of films and standard manufacturing practices, Rootree has a shift tolerance of 5mm. This applies to artwork, tear notches, valves, zippers, tin ties, seal widths, gussets, hang holes, and trim heights.

Due to cutting tolerances of 3mm, it is possible for products printed edge-to-edge to show an overlap of the design on the final product. If this is not acceptable, it is recommended to keep approximately 5mm of print-free space. Due to production limitations, it is possible for products which are printed edge-to-edge to show a small 3mm* break line with no colour, which will appear the same colour as the substrate. If this is not acceptable, it is recommended to keep approximately 5mm of print-free space.

* Exceptional conditions can lead to tolerances of 5mm.

Due to printing variables, slight changes in colour may be present from one batch to the next, and in rare occasions, within a batch.

Due to the nature of commercial pouch production, some colour variation may occur during the heat-sealing and shaping process. These changes are beyond our control and are considered acceptable within industry standards.

It is the responsibility of the Customer to ensure that they are satisfied with the colours prior to production. Only Pantone colours from the Solid Coated Pantone colour book will be matched using CMYK colours. Any Pantone from another book or custom spot colours will not be matched and will be printed with the illustrator CMYK conversion. If requested, film proofs can be provided in addition to the PDF proofs and must also be signed off by the Customer. Eyemarks/registration marks may be required and may be printed for accuracy in production.

Customers are responsible for ensuring that:

- a) windows / metallic effects are clearly indicated in their supplied artwork and are accurately represented on the PDF proofs supplied by the Company,
- b) all content is within the indicated copy safe area – any content outside the copy safe area may be subject to being cut off due to production tolerances.



PATENTS AND TRADEMARKS:

No representation, warranty or indemnity is given by the Company that the goods do not infringe any letters patent, trademarks, registered designs or other industrial property rights. If the goods are to be manufactured or designed by the Company in accordance with a specification submitted by the Customer, the Customer shall indemnify the Company against all damages, costs and expenses awarded against or incurred by the Company in connection with or paid or agreed to be paid by the Company in settlement of any claim for infringement of any patent, copyright, design, trademark or other industrial or intellectual property rights of any other person which results from the Company's use of the Buyer's specification.

CODES:

Rootree prints barcodes, QR codes and any other scannable codes as supplied and are not responsible for scan-ability. Customers are responsible for ensuring that supplied codes are scannable and register the proper result. To reduce the event of scanning issues Rootree recommends all barcodes and QR codes be outlined vector art and scaled to no less than 85% of the original generated code.

CHANGES:

The Customer must sign and approve production proofs and sales orders prior to order processing. First round PDF proofs are provided at no charge. If changes to artwork are required, changes will be billed at an hourly rate (see Schedule B for more information). It is the duty of the Customer to ensure all artwork changes and/or adjustments completed by Rootree are checked thoroughly for any errors.

FONT SIZE:

The minimum font size for readability is 6pt, though this may vary based on the font's weight and width (e.g., light, thin, or condensed fonts).



Schedule B – Fee Schedule

Artwork & Content

First round PDF proofs are provided at no charge. If changes to artwork are required, said changes will be billed at \$150/hour and included on final invoice.

Other Fees

All credit card payments are subject to a 2.4% convenience fee.

Any overdue balance will incur a 2% interest charge per month.