

Terms & Conditions

Effective Date: August 1, 2026

These Terms & Conditions ("Terms") govern your access to, and use of the website, products, and services offered by 11th Hour Print Solutions ("Company," "we," "our," or "us").

By accessing our website, placing an order, uploading content, or using our services, you agree to be bound by these Terms.

1. Eligibility

You must be at least 18 years old or have the legal authority to enter into binding agreements in your jurisdiction.

2. Orders

All orders are subject to acceptance by the Company. We reserve the right to refuse, reject, cancel, or limit any order at our sole discretion, including orders containing content that may violate applicable law, intellectual property rights, or our policies.

3. Pricing and Payment

Prices are subject to change without notice. Payment must be received before production begins unless otherwise agreed in writing. The Company reserves the right to correct pricing errors and cancel affected orders.

4. Customer Content

Customers may upload artwork, images, logos, text, and other materials ("Customer Content").

You represent and warrant that:

- You own or have all necessary rights to use Customer Content.
- Customer Content does not infringe any copyright, trademark, patent, privacy, publicity, or other legal rights.
- Customer Content does not contain unlawful, defamatory, hateful, threatening, or obscene material.

You grant the Company a limited, non-exclusive license to use Customer Content solely for producing, fulfilling, and supporting your order.

5. Proofs and Approval

Customers are responsible for reviewing and approving proofs before production. Approval of a proof constitutes acceptance of all design elements, spelling, grammar, colors, dimensions, and layout. The Company is not responsible for errors approved by the customer.

6. Production Variations

Customers acknowledge that slight variations may occur in:

- Color reproduction
- Print placement
- Material appearance
- Product sizing
- Finishing characteristics

Such variations are inherent in the printing process and do not constitute defects.

7. Shipping and Delivery

Delivery dates are estimates only. The Company is not responsible for delays caused by:

- Carriers
- Weather events
- Supply chain disruptions
- Customs processing
- Force majeure events

Risk of loss transfers to the customer upon delivery to the shipping carrier.

8. Intellectual Property

All Company trademarks, logos, branding, website content, and proprietary materials remain the exclusive property of 11th Hour Print Solutions. Nothing in these Terms grants ownership rights to Company intellectual property.

9. Limitation of Liability

To the fullest extent permitted by law, the Company's total liability arising from any claim shall not exceed the amount paid for the applicable order. The Company shall not be liable for indirect, incidental, consequential, special, punitive, or exemplary damages, including lost profits, lost business opportunities, or reputational harm.

10. Indemnification

You agree to defend, indemnify, and hold harmless the Company and its officers, employees, agents, affiliates, and service providers from any claims, damages, liabilities, costs, and expenses arising from:

- Customer Content
- Violation of these Terms
- Infringement of intellectual property rights
- Violation of applicable law

11. Disclaimer of Warranties

Services and products are provided on an "as-is" and "as-available" basis. Except as expressly stated, the Company disclaims all warranties, express or implied, including warranties of merchantability, fitness for a particular purpose, and non-infringement.

12. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the State of Florida, without regard to conflict-of-law principles.

13. Dispute Resolution

Any dispute arising from these Terms shall be resolved through binding arbitration or in the courts located within orange County, Florida, unless prohibited by applicable law.

14. Changes to Terms

We reserve the right to modify these Terms at any time. Updated Terms become effective upon posting to our website.

15. Contact Information

11th Hour Print Solutions

- **Email:** sales@11thhourbiz.com
- **Phone:** 407.850.0708
- **Address:** 9424 Southridge Ridge Park, Ste. 800, Orlando, FL 32819