

# ZAP COPY POLICY, TERMS, AND CONDITIONS

By using Zap Copy and its services, users agree to abide by the following Terms and Conditions. Failure to follow terms may result in suspension from the service.

## TEMPORARY COVID-19 PROVISIONS

In response to the COVID-19 pandemic, and in compliance with Zap's WorkSafe BC reopening plan and public health recommendations, Zap has implemented temporary policies to ensure a safe environment for Zap's staff and users.

Masks remain mandatory for staff and customers. A face shield is not a substitute for a mask as it has an opening below the mouth.

There are exemptions for:

- People with health conditions or with physical, cognitive or mental impairments who cannot wear one
- People who cannot remove a mask on their own
- Children under the age of 12
- People who need to remove their masks to communicate due to another person's hearing impairment

The consumption of food and drink has been suspended to support our mask policy. Please enjoy your food or beverage before entering the shop.

## GUIDELINES OF CONDUCT

Users of Zap Copy are expected to be respectful towards the space and its users, staff, facilities, and resources at all times. Zap equipment and spaces are a shared resource. Zap users are responsible for informing themselves of Zap, UVSS and University of Victoria Policies.

**Zap users will:**

- Treat Zap materials and property respectfully
- Respect others by behaving civilly and showing consideration to staff members and other users.
- Refrain from exhibiting behavior or using language that threatens, harasses, intimidates, disrupts or demeans others, or may be interpreted as such. Such behavior is not tolerated in Zap and is contrary to University Policies.
- Refrain from actions that may impact others through noisy or boisterous activities, by staring at or following another person, or by behaving in a manner which reasonably can be expected to disturb other persons or interfere with their right to use Zap resources.

- Users who persist in disrupting others will typically be given a warning regarding the specific behavior and be given the opportunity to adjust their behavior. If the inappropriate behavior continues the user will be required to leave the store and Zap may revoke the user's privileges or restrict access to resources and services.
- Use computers in abiding by Zap computer use policy and UVic Policy IM7200: Acceptable Use of Electronic Information Resources.
- Follow the food and drink policy.

**Zap Copy will:**

- Provide users with an inviting and supportive environment, inclusive service, and respect.
- Provide as many resources, facilities and services as possible to support user needs.
- Provide equitable and open access to Zap resources and facilities.
- Provide a safe environment by applying these Guidelines on Conduct and other university policies which support a respectful and productive environment.

Maintaining a respectful and safe space, and equitable and open access to Zap resources are of the utmost importance to us. If you violate any Guidelines on Conduct you may be suspended from access to Zap facilities and resources.

**FOOD AND BEVERAGE**

To provide a comfortable, positive, and welcoming environment for everyone, Zap Copy allows food and covered drinks in our space.

Please help us maintain our facilities and equipment:

- Keep a lid on drinks.
- Enjoy your cold snacks (we have recycling and garbage bins available – compost bins can be found in the SUB main concourse).
- Tell our staff about any spills or garbage issues.
- Avoid putting liquids in the garbage bins.

Users must use extra care when consuming food or beverages near merchandise, computers, and other equipment and may be held responsible for any damage caused by their food or beverages.

Thanks for helping us make this a comfortable environment for everyone.

**LOST AND FOUND**

Found property can be retrieved from front counter staff during regular business hours. Water bottles and travel mugs will not be held by Zap and will instead be placed on a table outside of the store. Zap cannot be held liable for the loss of materials left in the store

including USB drives, unclaimed print jobs, and original documents left on multifunction printers.

Lost and found items are picked up by Campus Security Services on a weekly basis. All found property received by Campus Security, if unclaimed, shall be retained for a thirty day period. Where possible, found property shall be returned to the rightful owner. Unclaimed property shall be disposed of in accordance with [Campus Security Lost and Found policy](#).

Perishable articles will be disposed of daily in whatever manner is appropriate. Found property may be returned only when the claimant has identified themselves and the article to the satisfaction of a Zap staff member.

## **PUBLIC COMPUTER USE**

Zap computer workstations are available for activities related to printing only. These activities must be conducted according to practices ensuring that the rights of all users are protected. Zap may impose time limits on the use of equipment to ensure reasonable availability to all.

Users are responsible for removing all personal files downloaded to Zap computer workstations. Files can be removed manually or through a system restart. Zap is not responsible for the transmission, use, or seizure by any third party of files left by the user on computer workstations or external media devices.

Zap users bear sole responsibility for the material they choose to access, send or display. Users in violation of this policy will be asked to refrain from the restricted activity. Failure to comply may result in removal from the store.

New user cut-off for self-serve is 10 minutes prior to close. No new users will be accepted, regardless of capacity. Those using Zap's self-serve at the time of cut-off may stay until closing with the understanding that all self-serve operations must be completed by closing.

### **Appropriate activities:**

- Using email to access print files.
- Saving and accessing documents on a USB key or other external media device.
- Using software provided by Zap.
- Saving to or downloading documents from an online server (e.g. Coursespaces, Google Drive, etc.)
- Creating a Zap self-serve account.

### **Prohibited activities:**

- Using workstations in a manner which contributes to an uncomfortable work environment.
- Using workstations for any non-print-related activities.
- Downloading and/or installing software or plug-ins on to a Zap workstation.
- Tampering with or attempting to fix equipment.

- Using workstations in a manner that violates Zap policy, university policy, laws or statutes.

**Computer use is governed by the following:**

1. Local, provincial, or federal laws which govern the use of computing and communication facilities in Canada. These include, but are not limited to, the Criminal Code of Canada, the BC Civil Rights Protection Act, the BC Human Rights Act, and the Canadian Human Rights Act.
2. University of Victoria policies, including Acceptable Use of Electronic Information Resources Policy IM7200, Discrimination and Harassment Policy GVO205, and other Uvic policies regarding conduct.

## **PAYMENT METHODS**

Zap accepts payment in-person via credit (Visa or Mastercard only), debit, cash, or ONECard Flex. Credit card payments can be taken by phone. Zap cannot accept online payment at this time.

### **Account Charges**

UVSS departments, clubs, and course unions may set up a charge account via an Account Request form available from front counter staff. Account invoices are submitted at the end of each month.

Only registered signing authorities may charge to an account. Current signing authorities may authorize a one time charge by someone not listed under the account through explicit written consent only.

Account information is not automatically updated by Zap. Any changes to signing authorities must be submitted through an updated Account Request form by a current signing authority.

### **Self-Serve Printing**

Self-serve printing is charged directly at the device using a Zap self-serve printing account. Funds can be added to a user's account using regular in-person payment methods.

### **Taxes**

Zap is required to collect 7% Provincial Sales Tax (PST) and 5% Goods and Services Tax (GST) on all purchases including self-serve printing credit.

Zap is unable to perform tax exemptions through our POS system at this time.

### **Minimums and Prepayment**

Basic full-serve services are subject to a \$5 minimum charge. Roll laminating is subject to a \$10 minimum charge. Handbills, business cards, 4"x6" prints, 5"x7" prints, and tent cards are subject to a \$10 minimum charge. Digital editing and layout services are subject to a \$5 minimum fee.

All full-serve orders over \$100 must be prepaid.

All minimum amounts listed above do not include taxes.

## **REPRINTS AND REFUNDS**

### **Self-Serve**

Reprints for self-serve print jobs will only be granted for the following reasons and are at the discretion of Zap staff:

- Fading or streaked printer toner.
- Paper jams where printer does not automatically reprint the job.
- Printer has to be powered down to fix an error and print job does not print upon powering back up.
- Formatting issues where staff have assisted.

Self-serve printing credit is non-refundable.

### **Full-Serve**

Full-serve orders will not be refunded once billable work has been completed. Refunds will only be processed for cancelled orders where no billable work has been completed and can only be fulfilled in person. If a quality issue arises in the final run of an order that was not present in the approved proof or does not fall under the risks associated with refusal of proofs (below), a partial or full reprint may be granted at the discretion of a manager.

### **Office Supplies**

Office supplies may be returned for exchange or refund within 14 days of purchase with the original receipt. Product must be unopened, unused, and in new condition. Discounted items are final sale and may not be returned.

## **SELF-SERVE ACCOUNT POLICY**

### **Registration**

There is no charge to set up a Zap self-serve printing account. Registration of user details are mandatory in order to use Zap's self-serve printing environment. Registration requires the user's full name, contact email, and password.

Zap self-serve users are responsible for maintaining the strict confidentiality of their account. The user is responsible for any and all print orders placed under their login account and password without exception. As such, users should abide by public computing best practices and log out of all computer workstations and multifunction devices upon completion of print jobs.

Information collected for the registration of Zap self-serve printing accounts is used only for account management, policy and service update notifications, account verification, and

email to print services (not yet available). For further information on our Privacy Policy, see below.

### **Account Credit**

Credit can be added to self-serve printing accounts via credit, debit or ONECard Flex transactions at the front counter. The minimum account credit amount per transaction is \$2.00 plus taxes.

All credit added to Zap self-serve printing accounts is non-refundable.

### **Transfer of Old Self-Serve Credit**

Balances on Zap magnetic strip cards as well as the original \$1 purchase fee for the card are non-refundable. Empty cards can be returned to Zap for recycling.

Transfer of credit from Zap magnetic strip cards to Zap self-serve printing accounts was honoured up to December 20<sup>th</sup>, 2019. Following this date, credit on existing Zap cards is non-transferable.

### **Account Expiry and Termination**

Inactive accounts will be closed after 18 months of inactivity. Any existing balance on the account cannot be retrieved by the user and will not be refunded. The user will not be notified prior to account termination.

### **Terms of Use**

By registering for a Zap self-serve printing account the user agrees:

- Not to upload content or digital files that may contain or may be malicious, abusive, defamatory, libelous, vulgar, obscene, invasive of another's privacy, or otherwise objectionable.
- Not to upload or otherwise make available any digital file that infringes any patent, trademark, trade secret, copyright or other proprietary rights of any party.
- Not to upload, or otherwise make available any material that contains software viruses or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer software or hardware.
- Not to interfere with or disrupt the service or servers or networks connected to the service, or disobey any requirements, procedures, policies or regulations of networks connected to the service.
- User acknowledges and agrees that Zap may in its sole and unfettered discretion, unilaterally and without notice, terminate these terms of use, disable and deny access to the user to the online services including but not limited to the Zap self-serve print system, and take legal action against any user who engages in any activity or conduct that is prohibited by these terms of use and/or by any relevant law, regulation or rule.

## **TURNAROUND TIMES**

While we strive to complete orders as quickly as possible, turnaround times for full-serve orders may vary depending on order volumes, complexity, staffing, equipment functionality, and availability of supplies.

In the case of unforeseen circumstances affecting the turnaround time of an order in process, customers will be notified immediately and alternatives will be sought on a case-by-case basis.

### **Roll Laminating**

In order to reduce energy use and waste, roll laminating is done once per business day. Customers are encouraged to place their roll laminating order before 12pm for pick up 3pm or later on the same day. Turnaround times for roll laminating orders are subject to the same terms as standard full-serve orders.

## **QUOTATIONS AND ESTIMATES**

Quotations and estimates for all print products or services are based on the accuracy of the specifications provided by the customer. The customer acknowledges that final costs may change based on the final print ready file provided and the accuracy of the specifications provided.

Prices posted on Zap's website and in the Zap Copy Price Guide are subject to change without notice. Prices quoted by Zap staff do not include applicable taxes unless otherwise stated.

## **PROOFS**

Digital or hard copy proofs can be prepared for most full-serve services. Where applicable, Zap always recommends the preparation of a proof.

### **Refusal of Proofs**

By refusing a proof, customers acknowledge that Zap will not be held responsible for any of the following in the final product:

- Spelling, punctuation or grammatical errors made by the user.
- Inferior quality of low-resolution images used in the user document.
- Design errors by the user in the document creation process, such as incorrect bleed, incorrect file dimensions or font errors from improper embedding.
- Errors in user-selected options such as choice of finish, quantity or product type.

If the file is printed with these or similar errors the customer will be held responsible and there will be a full charge by the user to reprint the order from a new file.

## **Digital proofs**

Zap can prepare a digital version of a customer's print file in PDF format that can be reviewed by the customer over email. Digital or soft proofing allows the customer to check the layout, bleeds, crops, and to proof read any text for typographic errors. The digital proof is by no means an accurate colour representation of the anticipated final printed material as colour accuracy is affected by monitor calibration and lighting. At no time is a digital proof to be held as representative of the final printed colour.

## **Hard copy proofs**

If colour accuracy and/or media type is critical to the printed material, a hard copy proof is highly recommended. Hard copy proofs can be viewed in person during regular business hours.

## **Approval of Proofs**

Once the proof has been approved, the order will move into the final stage of production. Approval for digital proofs is attained through written confirmation by email or verbal confirmation by phone. Approval for hard copy proofs is attained in person through receipt of the customer's signature on the work order.

The customer understands that any delay in receipt of approval may delay completion of their order.

## **Alterations and Corrections**

Where alterations or corrections are required, customers may submit a new file for proofing. If a new file is submitted without the request for a new proof, the customer understands the risks as listed above under Refusal of Proofs.

## **Charges**

All hard copy proofs are chargeable at the same rate as applied to materials in the final run of the order. There is no charge for digital proofs.

If the first hard copy proof is approved, the proof copy will be included in the final print run. Any additional proofs will be charged in addition to the cost of the final print run and at the same rate as charged in the final print run.

## **POSTER DISTRIBUTION SERVICE**

Zap offers a poster distribution service through the UVSS Graphics department. Customers may bring in their own printed posters for distribution or have their posters printed and distributed by Zap.

All posters must comply with UVic policies AD2400, BP3145, BP3140, and BP3105. Where issues or questions arise regarding university poster policy, the UVic ONECard office will be considered the deciding authority.



The customer is solely responsible for the content of their poster. While Zap staff are present to assist in identifying content that breaches UVic policy, the customer is ultimately responsible for ensuring that their poster does not breach any UVic policy or guideline. Zap cannot be held responsible for any posters removed for content violation. Zap will not refund the poster run charge or the cost of printing in instances where posters are removed due to violation of UVic policy.

## **BUTTON SERVICE**

Zap has 1", 1.5" and 2.25" button makers available for DIY button making. Button makers can be booked in-store, by phone, or by email with Zap staff. Zap cannot guarantee availability of button making equipment in instances where the customer has not booked equipment.

Button maker booking includes a button machine, a graphic punch for circular artwork, and a graphic punch cleaner. The booking party is responsible for any costs incurred from misuse or negligence (e.g., equipment parts, repairs, replacement, shipping, etc.). Zap button maker booking is in-store only for non-UVSS groups or individuals.

Button equipment may be booked for up to 1 business day. Equipment can only be signed out after a brief in-store demonstration of proper equipment use and will be inspected at sign-out and sign-in. Equipment not returned on time is subject to a late fee of \$20 per day.

## **FULL-SERVE ALTERATIONS AND CANCELLATIONS**

Alterations by the customer to their original digital file or submission of a new digital file are permitted only if the original order has had no billable work applied and is still in a cancellable state.

If an order must be cancelled, the customer must contact Zap by phone, email or in person during working hours explaining the reason for the print order cancellation. If billable work has not started on the order, Zap will cancel the order and there will be no charge to the customer. If the order has been prepaid, a refund will be arranged according to Zap's refund policy.

If any service has been rendered, the user is held responsible for the payment of those applicable charges. If the order has been sent to print, the user is responsible for payment of the full billable amount.

## **FULL-SERVE ORDER PICK-UP AND SHIPPING**

Full-serve orders can be picked up at or following the mutually agreed final due time listed on the customer's order form, given this time falls during regular business hours. Customers are responsible for familiarizing themselves with Zap's opening hours including any irregular closures for holidays, inventory, or staff functions. Zap cannot be held responsible for orders that are not picked up due to failure to show during regular business hours.

Zap will hold orders for pick-up for a 30-day period following completion of work. Orders not picked up within 30 days of completion will be destroyed.

## **PRIVACY POLICY**

Zap requires customer information to set up self-serve printing accounts and fulfill full-serve printing orders.

Zap is committed to protecting the personal and sensitive information our customers provide to us. Any information that is collected, used, disclosed, and retained by Zap through email, mail or by telephone complies with provisions of the [Personal Information Protection Act of British Columbia](#) and the [Freedom of Information and Protection Act of Canada](#). We do not share, sell or otherwise disclose information about our customers to any other party except as required to fulfill an email request, process an order, or when required by law.

### **Security of Information**

Personally identifiable information is available only to staff members working to fulfill orders. The computers, servers, and paper order forms in which we store personally identifiable information are kept in a secure environment. Once orders have been picked up, paper order forms containing customer information are securely stored before shredding.

Files provided by customers are only accessed by Zap staff for the purpose of completing orders. Customers may have files from previous orders deleted from our system at any time upon request.

All personal data collected through our website is encrypted and transmitted using Secure Socket Layer connection and is constantly monitored for security breaches. While this encryption is highly secure and stable, it is not perfect and is subject to potential vulnerability. Zap makes no guarantee of security of information transmitted over the internet including the personal information you supply to us.

## **COPYRIGHT AND REFUSAL**

All full-serve and self-serve printing, copying, and scanning is subject to the Canadian [Copyright Act](#). By using the self-serve system, users agree to abide by all local, provincial, and federal copyright laws. Full-serve orders may be refused on the basis of copyright.

Zap reserves the right, at its sole discretion, to refuse to print anything it deems improper or known to be illegal, vulgar, and immoral or an infringement of any third party's right. Zap is not liable for any damages resulting from unwitting violation of copyright laws or illegal use of trade names or slogans. The user guarantees the legal title of all matter(s) submitted to Zap for printing.

## **AMENDMENT OF THESE TERMS AND CONDITIONS**

Zap may amend unilaterally these Terms and Conditions in its sole and unfettered discretion at any time, and the user hereby agrees to abide by and be fully bound by such amended

terms. The amended terms shall be effective automatically and immediately once they are posted on the Zap website or otherwise made available and user's continued access and use of Zap on or after such effective time constitutes the user's unequivocal and unconditional acceptance of the amended terms. These Terms and Conditions may not be otherwise amended. If a user does not agree to any amendments to these Terms and Conditions or to any of the current terms, their only right and remedy is to cease using Zap Copy's services.