

Zap Copy is a not-for-profit printing service and retail shop.

We offer quality printing and supplies for students and the local community. As part of the University of Victoria Students' Society, all profits go back to students in the form of advocacy, events, and other services.

Our team of current and former UVic undergrads understands that student life is about more than just schoolwork. We're here to show you how to do more than print an essay; our goal is to provide a creative, supportive space that celebrates the diversity of our community.

Follow us on Instagram @thesub.yyj for the most up-todate information on service changes and promotions.

CONTACT US FOR A QUOTE

250-721-8805 zaporders@uvss.ca zapcopy.com

PAPER SELECTION uncoated

LETTER PRINTING (8.5X11)

		b&w	1		colour			
	impressions	single-sided	double-side	d	single-sided	do	uble-sided	
	1-24	\$0.17	\$0.15		\$0.65		\$0.60	
	25+	\$0.15	\$0.14		\$0.60		\$0.55	
	50+	\$0.12	\$0.11		\$0.55		\$0.50	
	100+	\$0.10	\$0.09		\$0.50		\$0.45	
	250+	\$0.09	\$0.08		\$0.45		\$0.40	
	500+	\$0.08	\$0.07		\$0.40		\$0.35	
	1000+	\$0.07	\$0.06		\$0.35		\$0.30	
	2000+	\$0.06	\$0.05		\$0.30		\$0.25	
	5000+	\$0.05	\$0.04		\$0.25		\$0.20	
	copying	\$0.35	\$0.35		\$0.65		\$0.65	
	letter 8.5"x	11" text stock (add on)	^~~~~	weight	SS	ds	buy	~~
	enviro digital 100% r	ecycled		60lb/89gsm			\$0.05	
	cougar smooth			70lb/104gsm	\$0.05	\$0.02	\$0.10	
ed	cougar smooth			80lb/118gsm	\$0.07	\$0.03	\$0.12	
uncoated	cougar smooth			100lb/148gsm	\$0.09	\$0.04	\$0.14	
S	new white / natural o	ream		60lb/89gsm	\$0.11	\$0.05	\$0.16	
	ivory linen			60lb/89gsm	\$0.08	\$0.04	\$0.13	
	avery mailing labels 8	8.5x11 sheet		80lb/118gsm	\$0.70		\$0.75	
	dull / gloss			80lb/118gsm	\$0.08	\$0.04	\$0.13	
ğ	dull / gloss			100lb/148gsm	\$0.10	\$0.05	\$0.15	
coated	classic linen white pe	arl		60lb/89gsm	\$0.08	\$0.04	\$0.13	
ပ	transparency				\$0.75		\$0.80	
	kernowprint pro (PET)) synthetic		8 mil/261gsm	\$2.00	\$1.00	\$2.50	
o II	earthchoice colors			20lb/75gsm	\$0.03	\$0.01	\$0.08	
00	earthchoice hots / as	strobrights smooth		60lb/89gsm	\$0.05	\$0.02	\$0.10	
	letter 8.5"x1	l 1" cover stock (add on)		weight	SS	ds	buy	
	enviro digital 100% r	~~~~~~	~~~~	80lb/215gsm	\$0.17	\$0.08	\$0.23	~~
	enviro digital 100% r	ecycled		100lb/270gsm	\$0.18	\$0.09	\$0.24	
ated	cougar smooth			80lb/216gsm	\$0.13	\$0.06	\$0.18	
uncoated	cougar smooth			100lb/270gsm	\$0.15	\$0.07	\$0.20	
_	cougar smooth			130lb/352gsm	\$0.30	\$0.15	\$0.35	
	via linen pure white			100lb/270gsm	\$0.45	\$0.22	\$0.50	
5	dull / gloss			111lb/300gsm	\$0.20	\$0.10	\$0.25	
coated	productolith semi-glo	oss C1S		12pt/256gsm	\$0.17	\$0.08	\$0.23	
Ö	classic linen gold pea	arl		84lb/227gsm	\$0.50	\$0.20	\$0.55	
colour	earthchoice hots / as	strobrights smooth		65lb/176gsm	\$0.12	\$0.06	\$0.17	
00	fraser, genesis, neena	ah or torchglow	~~~~	65lb/80lb/100lb	\$0.20	\$0.10	\$0.25	~
	\$5 min; priced per in	npression						

PRINTING (8.5X14)

		b&w			colour		
	impressions	single-sided	double-sided	single-sided	do	uble-sided	
	1-24	\$0.19	\$0.17	\$0.80		\$0.75	
	25+	\$0.17	\$0.14	\$0.75		\$0.65	
	50+	\$0.15	\$0.13	\$0.65		\$0.55	
	100+	\$0.13	\$0.12	\$0.55		\$0.50	
	250+	\$0.12	\$0.10	\$0.50		\$0.45	
	500+	\$0.10	\$0.09	\$0.45		\$0.40	
	1000+	\$0.09	\$0.08	\$0.40		\$0.35	
	2000+	\$0.08	\$0.07	\$0.35		\$0.30	
	5000+	\$0.07	\$0.06	\$0.30		\$0.25	
	copying	\$0.45	\$0.45	\$0.80		\$0.65	
	~~~~~~~~	4" text stock (add on)	weight		ds	buy ~~~~~	~~~
-	enviro digital 100% re	cycled	60lb/89gsr			\$0.07	
uncoated	cougar smooth		70lb/104gs	sm \$0.07	\$0.03	\$0.12	
nucc	cougar smooth		80lb/118gs		\$0.05	\$0.15	
	cougar smooth		100lb/148g	sm \$0.15	\$0.07	\$0.20	
р	dull / gloss		80lb/118gs	sm \$0.12	\$0.06	\$0.17	
coated	dull / gloss		100lb/148g	sm \$0.17	\$0.08	\$0.22	
ō	kernowprint pro (PET)	synthetic	8 mil/261gs	sm \$3.50	\$1.75	\$4.50	
ını	earthchoice colors		20lb/75gsr	m \$0.04	\$0.02	\$0.09	
colour	earthchoice hots / ast	robrights smooth	60lb/89gsi	m \$0.07	\$0.03	\$0.12	
	legal 8.5"x14	" cover stock (add on)	weight	SS	ds	buy	
	enviro digital 100% re	cycled	80lb/215gs	sm \$0.27	\$0.13	\$0.33	~~~
	enviro digital 100% re	cycled	100lb/270g	sm \$0.29	\$0.14	\$0.34	
coated	cougar smooth		80lb/216gs	sm \$0.20	\$0.10	\$0.25	
ncoa	cougar smooth		100lb/270g	sm \$0.25	\$0.12	\$0.30	
_ =	cougar smooth		130lb/352g		\$0.20	\$0.45	
	via linen pure white		100lb/270g		\$0.32	\$0.70	
훘	dull / gloss		111lb/300g		\$0.15	\$0.35	
coated	productolith semi-glos	s C1S	12pt/256gs		\$0.13	\$0.33	
ľ	~~~~~~	~~~~~~	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	~~~~	~~~~~	
	\$5 min; priced per imp	oression					

PAPER SELECTION

# PAPER SELECTIO

# **TABLOID PRINTING (11X17, 12X18, & 13X19)**

-	10.7 C 26.0 C C C C C C C C C C C C C C C C C C C	b&	W			colour		
	impressions	single-sided	double-sided	ı	single-sided	d	louble-sided	
	1-24	\$0.25	\$0.23		\$0.90		\$0.85	
	25+	\$0.23	\$0.21		\$0.85		\$0.80	
	50+	\$0.21	\$0.17		\$0.80		\$0.70	<b>.</b>
	100+	\$0.17	\$0.15		\$0.70		\$0.65	
	250+	\$0.15	\$0.14		\$0.65		\$0.60	
	500+	\$0.14	\$0.12		\$0.60		\$0.55	
	1000+	\$0.12	\$0.10		\$0.55		\$0.50	
	2000+	\$0.10	\$0.09		\$0.50		\$0.45	
	5000+	\$0.09	\$0.08		\$0.45		\$0.40	
	copying	\$0.65	\$0.65		\$0.90		\$0.90	
		other sizes (	(add on)		SS	ds		
	12"x18" (oversized ta				\$0.10	\$0.05		
	13"x19" (super tabloi				\$0.15	\$0.07		
	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	text stock (add on)	~~~~~	weight	\$\$	ds	buy	_
٦	enviro digital 100% re	ecycled		60lb/89gsm			\$0.09	
uncoated	cougar smooth			70lb/104gsm	\$0.10	\$0.05	\$0.15	
nuc	cougar smooth			80lb/118gsm	\$0.13	\$0.06	\$0.18	
	cougar smooth			100lb/148gsm	\$0.17	\$0.08	\$0.22	
Ę.	dull / gloss			80lb/118gsm	\$0.15	\$0.07	\$0.20	
coated	dull / gloss			100lb/148gsm	\$0.20	\$0.10	\$0.25	
ľ	kernowprint pro (PET)	synthetic		8 mil/261gsm	\$4.00	\$2.00	\$5.00	
colour	earthchoice colors			20lb/75gsm	\$0.07	\$0.03	\$0.12	
00	earthchoice hots			60lb/89gsm	\$0.10	\$0.05	\$0.15	
	tabloid c	over stock (add on)		weight	SS .	ds	buy	
	enviro digital 100% re	ecycled		80lb/215gsm	\$0.37	\$0.18	\$0.43	
	enviro digital 100% re	ecycled		100lb/270gsm	\$0.38	\$0.19	\$0.44	
ated	cougar smooth			80lb/216gsm	\$0.25	\$0.12	\$0.30	
uncoated	cougar smooth			100lb/270gsm	\$0.35	\$0.17	\$0.40	
]	cougar smooth			130lb/352gsm	\$0.60	\$0.30	\$0.65	
	via linen pure white			100lb/270gsm	\$0.85	\$0.42	\$0.90	
eq	dull / gloss			111lb/300gsm	\$0.40	\$0.20	\$0.45	
coated	productolith semi-glos	ss C1S		12pt/256gsm	\$0.37	\$0.18	\$0.43	
	\$5 min; priced per im	pression						

PAPER SELECTION

HANDBILL PRINTING (3.5X5.5)

		þ	&w		colour				
	quantity	single-sided	double-sided	single-sided	double-sided	ds (b&w second side)			
	50+	\$0.20	\$0.25	\$0.30	\$0.32	\$0.31			
	100+	\$0.15	\$0.20	\$0.23	\$0.27	\$0.26			
	250+	\$0.10	\$0.15	\$0.17	\$0.22	\$0.21			
	500+	\$0.07	\$0.10	\$0.11	\$0.17	\$0.16			
	1000+	\$0.06	\$0.07	\$0.09	\$0.11	\$0.10			
	2000+	\$0.05	\$0.06	\$0.07	\$0.09	\$0.08			
	5000+	\$0.04	\$0.05	\$0.06	\$0.08	\$0.07			
	~~~~~	handbill 3.5"x	5.5" text stock	<b>~~~~~~</b>	weight	add/unit	~~~		
Ę	enviro digital 1009	% recycled			60lb/89gsm				
uncoated	cougar smooth				70lb/104gsm	\$0.01			
m	cougar smooth				80lb/118gsm	\$0.02			
	cougar smooth				100lb/148gsm	\$0.03			
coated	dull / gloss		80lb/118gsm	\$0.02					
coa	dull / gloss		100lb/148gsm	\$0.03					
colour	earthchoice colors	;		20lb/75gsm	\$0.01				
00	earthchoice hots /	' astrobrights smoo	oth		60lb/89gsm	\$0.01			
	~~~~~	~~~~~	5.5" cover stock	······································	weight	add/unit	~~~		
	enviro digital 100°	% recycled			80lb/215gsm	\$0.05			
l_	enviro digital 1009	% recycled			100lb/270gsm	\$0.06			
ated	cougar smooth				80lb/216gsm	\$0.04			
uncoated	cougar smooth				100lb/270gsm	\$0.05			
-	cougar smooth				130lb/352gsm	\$0.10			
	via linen pure whit	e			100lb/270gsm	\$0.15			
ted	dull / gloss				111lb/300gsm	\$0.06			
coated	productolith semi-	gloss C1S			12pt/256gsm	\$0.05			
	*\$10 minimum; prid	ced per unit							

BUSINESS CARDS (3.5X2)

		bd	&w		colour		
	quantity	single-sided	double-sided	single-sided	double-sided	ds (b&w second side)	
	50+	\$0.20	\$0.25	\$0.25	\$0.30	\$0.28	
3	100+	\$0.15	\$0.20	\$0.18	\$0.25	\$0.23	
	250+	\$0.10	\$0.15	\$0.14	\$0.18	\$0.16	
	500+	\$0.08	\$0.10	\$0.11	\$0.14	\$0.12	
	1000+	\$0.07	\$0.08	\$0.09	\$0.11	\$0.10	
	2000+	\$0.06	\$0.07	\$0.07	\$0.09	\$0.08	
	5000+	\$0.05	\$0.06	\$0.06	\$0.08	\$0.07	
		business card 3.	5"x2" cover stock		weight	add/unit	
	enviro digital 100	% recycled			80lb/215gsm	\$0.01	
l_	enviro digital 100	% recycled		100lb/270gsm	\$0.02		
oated	cougar smooth				80lb/216gsm		
nco	cougar smooth				100lb/270gsm	\$0.01	

130lb/352gsm

100lb/270gsm

111lb/300gsm

12pt/256gsm

\$0.03

\$0.05

\$0.02

\$0.01

productolith semi-gloss C1S

cougar smooth

dull / gloss

via linen pure white

^{*\$10} minimum; priced per unit

POSTCARD (4X6)

		ba	&w	colour					
	quantity	single-sided	double-sided	single-sided	double-sided	ds (b&w second side)			
	1-49	\$0.30	\$0.35	\$0.35	\$0.40	\$0.38			
	50+	\$0.25	\$0.30	\$0.30	\$0.35	\$0.33			
	100+	\$0.20	\$0.25	\$0.25	\$0.30	\$0.28			
1	250+	\$0.15	\$0.20	\$0.20	\$0.25	\$0.23			
\$	500+	\$0.13	\$0.15	\$0.15	\$0.20	\$0.18			
	1000+	\$0.10	\$0.13	\$0.11	\$0.15	\$0.14			
	2000+	\$0.07	\$0.10	\$0.09	\$0.12	\$0.11			
	~~~~~	~~~~~	ext stock	······	weight	add/unit			
Ę	enviro digital 100°	% recycled	60lb/89gsm						
uncoated	cougar smooth		70lb/104gsm	\$0.02					
DO I	cougar smooth		80lb/118gsm	\$0.04					
	cougar smooth				100lb/148gsm	\$0.06			
coated	dull / gloss				80lb/118gsm	\$0.05			
coa	dull / gloss		100lb/148gsm	\$0.07					
colour	earthchoice colors	5	20lb/75gsm	\$0.02					
00	earthchoice hots /	⁄astrobrights smoo	oth		60lb/89gsm	\$0.02			
		4"x6" co	ver stock		weight	add/unit			
	enviro digital 100°	% recycled			80lb/215gsm	\$0.11			
	enviro digital 100°	% recycled			100lb/270gsm	\$0.12			
ated	cougar smooth				80lb/216gsm	\$0.09			
ıncoated	cougar smooth				100lb/270gsm	\$0.10			
-	cougar smooth				130lb/352gsm	\$0.15			
	via linen pure whit	te			100lb/270gsm	\$0.25			
coated	dull / gloss				111lb/300gsm	\$0.12			
coa	productolith semi-	gloss C1S			12pt/256gsm	\$0.11			
	*\$10 minimum; pri	ced per unit							

# POSTCARD (5X7)

b&w

	quantity	single-sided	double-sided	single-sided	double-sided	ds (b&w second side)	
	1-49	\$0.32	\$0.37	\$0.37	\$0.42	\$0.40	
	50+	\$0.27	\$0.32	\$0.32	\$0.37	\$0.35	
	100+	\$0.22	\$0.27	\$0.27	\$0.32	\$0.30	
	250+	\$0.17	\$0.22	\$0.22	\$0.27	\$0.25	
	500+	\$0.15	\$0.16	\$0.17	\$0.22	\$0.19	
	1000+	\$0.12	\$0.14	\$0.13	\$0.17	\$0.16	
	2000+	\$0.09	\$0.11	\$0.11	\$0.13	\$0.12	
		5"x7" te	ext stock		weight	add/unit	^^^
Ę	enviro digital 100°	% recycled			60lb/89gsm		
uncoated	cougar smooth		70lb/104gsm	\$0.03			
nuc	cougar smooth		80lb/118gsm	\$0.05			
	cougar smooth				100lb/148gsm	\$0.07	
coated	dull / gloss		80lb/118gsm	\$0.06			
coa	dull / gloss				100lb/148gsm	\$0.08	
colour	earthchoice colors	3			20lb/75gsm	\$0.02	
8	earthchoice hots / astrobrights smooth				60lb/89gsm	\$0.03	
•••••							
		5"x7" co	ver stock		weight	add/unit	
	enviro digital 100°	% recycled	~~~~~	~~~~~	80lb/215gsm	\$0.14	~~~
	enviro digital 100°	% recycled			100lb/270gsm	\$0.15	
ited	cougar smooth				80lb/216gsm	\$0.12	
uncoated	cougar smooth				100lb/270gsm	\$0.13	
=	cougar smooth				130lb/352gsm	\$0.20	
	via linen pure white				100lb/270gsm	\$0.30	
pa	dull / gloss					\$0.15	
coated	productolith semi-	gloss C1S		\$0.14			
	*\$10 minimum; pri	ced per unit					~~~

colour

## **LAMINATING**

## **ROLL LAMINATING**

document size	finish	thickness	trimming	cost/unit
8.5"x11"	gloss/matte	3 mil	included	\$2.00
8.5"x14"	gloss/matte	3 mil	included	\$2.50
11"x17"	gloss/matte	3 mil	included	\$3.25
large format laminating	gloss/matte	3 mil	included	\$2.50/sq ft
bulk laminating (varied sizes) *max 37" wide; \$10 minimum	gloss/matte	3 mil	\$0.30/unit	\$6/linear ft

## **POUCH LAMINATING**

pouch size	finish	thickness	cost/unit	
business (3.75"x2.25")	gloss	5 mil	\$1.50	
school (3.625"x2.5")	gloss	5 mil	\$1.50	
letter (9"x11.5")	gloss	3 mil	\$2.50	
letter (9"x11.5")	gloss	5 mil	\$3.00	
letter (9"x11.5")	matte	5 mil	\$3.50	
letter (9"x11.5")	gloss	10 mil	\$4.00	
legal (9"x14.5")	gloss	5 mil	\$4.25	
tabloid (12"x18")	gloss	5 mil	\$4.50	
tabloid (12"x18")	gloss	10 mil	\$5.00	
tabioid (12°x18°)	gioss	10 11111	\$5.00	

## **LARGE FORMAT PRINTING (3.5X2)**

Price	
\$0.90/sq	t
\$0.99/sq	t
\$2.75/sq	t
\$7.25/sq	t
\$2.75/sq	t
\$7.00/sq	t
\$6.50/sq	t
	\$7.00/sq f \$6.50/sq f

# **BUTTONS, MUGS, POSTER RUNS, & BINDING**

### **BUTTONS**

	1-24	25+	50+	100+	parts only	
1" round pinback buttons	\$1.50	\$1.05	\$1.00	\$0.90	\$0.50	
1.5" round pinback buttons	\$1.75	\$1.25	\$1.10	\$0.95	\$0.55	
2.25" round pinback buttons	\$2.25	\$1.40	\$1.25	\$1.15	\$0.90	
*artwork setup \$10 per unique	design (	if applical	ole); full-s	erve artwo	ork printed on	Xerox Bold Digital 24lb text / 90gsm

## MUGS

ceramic	1	2+	aluminum / stainless steel	1+	2+
11 oz ceramic	\$13.00	\$11.00	14 oz stainless steel travel mug	\$25.00	\$23.00
15 oz ceramic	\$17.00	\$15.00	16 oz stainless steel tumbler	\$29.00	\$27.00
11 oz colour changing ceramic	\$19.00	\$17.00	600 ml aluminum water botter	\$20.00	\$18.00
12 oz ceramic "latte" mug	\$15.00	\$13.00	600 ml stainless steel water bottle	\$20.00	\$18.00
17 oz ceramic "latte" mug	\$19.00	\$17.00	17 oz stainless steel insulated water bottle	\$29.00	\$27.00

#### **POSTERING**

	cost/run
on-campus distribution (3 week posting)	\$30.00
colour print and distribution	\$45.00
b&w print and distribution  *50 x letter/legal or 25 x tabloid on gloss 80lb text / 118gsm	\$35.00

#### **BINDING**

coil bound edge ≤11"	document	thickness	1-10 units	11+ units
5-50 sheets	≤1/4"	≤8mm	\$4.50	\$4.00
51-105 sheets	≤9/16"	≤16 mm	\$6.00	\$5.50
106-230 sheets *cost includes covers (plastic or cover stock); sheet count	~~~	≤35 mm b text / 89gsm	\$8.00	\$7.50
V //				
11"< bound edge ≤17"	document	thickness	per unit	

## FINISHING & FAXING

## **FINISHING**

cutting	cost
guillotine cutting	\$1.00/cut
rounded corners	\$.05 per sheet
bulk trimming	\$60.00/hour
stapling	cost/unit
machine stapling (single)	\$0.05
machine stapling (double)	\$0.10
manual stapling	\$0.10
staple removal	\$0.25
hole punching	cost
machine 2- or 3-hole punching	\$0.01/sheet
manual punching	\$0.10/punch
folding	cost/sheet
machine folding	\$0.03
manual folding	\$0.10
creasing	cost/sheet
machine creasing	\$0.25

## **SCANNING**

scanning	cost
scan to email or USB (colour, greyscale or B&W 200-600 dpi)	\$60/hour
*\$5 minimum; max 11.6"x17"	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~

#### **FAXING**

send	first page	additional pages		
local/toll-free	\$1.50	\$0.50		
long distance within BC	\$2.00	\$0.75		
long distance within Canada	\$2.50	\$1.00		
international	\$3.50	\$1.25		
receive	COS	cost/page		
Zap fax #: (250) 721-8728	\$	\$0.75		
*Zap cover sheets are free to send; if a cover sheet is the	e only page sent, refer to "first page" prici	ing		

### INTERNAL

		Mary Committee of the C	
	unit	cost/unit	
uvss staff food chits	stack of 50 chits	\$4.00	
moneris debit machine cover	single	\$4.00	

## **SELF-SERVE**

Size	# of sides	b&w	colour
8.5" x 11"	one-sided	\$0.11	\$0.38
(letter)	two-sided	\$0.10	\$0.36
8.5" x 14"	one-sided	\$0.13	\$0.39
(legal)	two-sided	\$0.12	\$0.37
11" x 17"	one-sided	\$0.16	\$0.42
(ledger/tabloid)	two-sided	\$0.15	\$0.40
12" x 18"	one-sided	\$0.20	\$0.48
(oversize tabloid/arch b)	two-sided	\$0.17	\$0.45
scan to email		\$0.05	\$0.05

^{*\$2} minimum credit purchase per transaction; printing on Enviro Digital 100% recycled 60lb text/89gsm paper only

### **POLICY**

By using Zap Copy and its services, users agree to abide by Zap's Terms and Conditions.

Our full policy is available on zapcopy.com

#### **MINIMUMS**

#### full-serve

Basic full-serve services, with the exception of photocopying, 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. Foam core mounting is subject to a \$20 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.

#### self-serve

The minimum self-serve credit amount per transaction is \$2 plus taxes.

#### **REFUNDS**

#### 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,

a partial or full reprint may be granted at the discretion of a manager.

#### self-serve

Self-serve printing credit is non-refundable.

#### retail goods

Retail goods 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.

#### **TURNAROUND**

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.

#### **QUOTES**

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 submitted and the accuracy of the specifications provided.

#### **COPYRIGHT & 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.

#### 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.

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.

Be kind to one another!

Questions? We're always happy to help!

Drop by the store, give us a call, or send us an email:)

