



**PRICE GUIDE
SPRING 2025**

LETTER PRINTING (8.5X11)

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 school-work. 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-to-date information on service changes and promotions.

CONTACT US FOR A QUOTE

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

impressions	b&w		colour	
	single-sided	double-sided	single-sided	double-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

PAPER SELECTION

	letter 8.5"x11" text stock (add on)		weight	ss	ds	buy
	uncoated	coated				
enviro digital 100% recycled			60lb/89gsm	-	-	\$0.05
cougar smooth			70lb/104gsm	\$0.05	\$0.02	\$0.10
cougar smooth			80lb/118gsm	\$0.07	\$0.03	\$0.12
cougar smooth			100lb/148gsm	\$0.09	\$0.04	\$0.14
new white / natural cream			60lb/89gsm	\$0.11	\$0.05	\$0.16
ivory linen			60lb/89gsm	\$0.08	\$0.04	\$0.13
avery mailing labels 8.5x11 sheet			80lb/118gsm	\$0.70	-	\$0.75
dull / gloss			80lb/118gsm	\$0.08	\$0.04	\$0.13
dull / gloss			100lb/148gsm	\$0.10	\$0.05	\$0.15
classic linen white pearl			60lb/89gsm	\$0.08	\$0.04	\$0.13
transparency			-	\$0.75	-	\$0.80
kernowprint pro (PET) synthetic			8 mil/261gsm	\$2.00	\$1.00	\$2.50
earthchoice colors			20lb/75gsm	\$0.03	\$0.01	\$0.08
earthchoice hots / astrobrights smooth			60lb/89gsm	\$0.05	\$0.02	\$0.10
	letter 8.5"x11" cover stock (add on)		weight	ss	ds	buy
	uncoated	coated				
enviro digital 100% recycled			80lb/215gsm	\$0.17	\$0.08	\$0.23
enviro digital 100% recycled			100lb/270gsm	\$0.18	\$0.09	\$0.24
cougar smooth			80lb/216gsm	\$0.13	\$0.06	\$0.18
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
dull / gloss			111lb/300gsm	\$0.20	\$0.10	\$0.25
productolith semi-gloss C1S			12pt/256gsm	\$0.17	\$0.08	\$0.23
classic linen gold pearl			84lb/227gsm	\$0.50	\$0.20	\$0.55
earthchoice hots / astrobrights smooth			65lb/176gsm	\$0.12	\$0.06	\$0.17
fraser, genesis, neenah or torchglow			65lb/80lb/100lb	\$0.20	\$0.10	\$0.25

\$5 min; priced per impression

LEGAL PRINTING (8.5X14)

impressions	b&w		colour	
	single-sided	double-sided	single-sided	double-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

PAPER SELECTION

legal 8.5"x14" text stock (add on)	weight	ss			ds			buy
		ss	ds	buy	ss	ds	buy	
enviro digital 100% recycled	60lb/89gsm	-	-	\$0.07	-	-	\$0.07	
cougar smooth	70lb/104gsm	\$0.07	\$0.03	\$0.12	\$0.07	\$0.03	\$0.12	
cougar smooth	80lb/118gsm	\$0.10	\$0.05	\$0.15	\$0.10	\$0.05	\$0.15	
cougar smooth	100lb/148gsm	\$0.15	\$0.07	\$0.20	\$0.15	\$0.07	\$0.20	
dull / gloss	80lb/118gsm	\$0.12	\$0.06	\$0.17	\$0.12	\$0.06	\$0.17	
dull / gloss	100lb/148gsm	\$0.17	\$0.08	\$0.22	\$0.17	\$0.08	\$0.22	
kernowprint pro (PET) synthetic	8 mil/261gsm	\$3.50	\$1.75	\$4.50	\$3.50	\$1.75	\$4.50	
earthchoice colors	20lb/75gsm	\$0.04	\$0.02	\$0.09	\$0.04	\$0.02	\$0.09	
earthchoice hots / astrobrights smooth	60lb/89gsm	\$0.07	\$0.03	\$0.12	\$0.07	\$0.03	\$0.12	

legal 8.5"x14" cover stock (add on)	weight	ss			ds			buy
		ss	ds	buy	ss	ds	buy	
enviro digital 100% recycled	80lb/215gsm	\$0.27	\$0.13	\$0.33	\$0.27	\$0.13	\$0.33	
enviro digital 100% recycled	100lb/270gsm	\$0.29	\$0.14	\$0.34	\$0.29	\$0.14	\$0.34	
cougar smooth	80lb/216gsm	\$0.20	\$0.10	\$0.25	\$0.20	\$0.10	\$0.25	
cougar smooth	100lb/270gsm	\$0.25	\$0.12	\$0.30	\$0.25	\$0.12	\$0.30	
cougar smooth	130lb/352gsm	\$0.40	\$0.20	\$0.45	\$0.40	\$0.20	\$0.45	
via linen pure white	100lb/270gsm	\$0.65	\$0.32	\$0.70	\$0.65	\$0.32	\$0.70	
dull / gloss	111lb/300gsm	\$0.30	\$0.15	\$0.35	\$0.30	\$0.15	\$0.35	
productolith semi-gloss C1S	12pt/256gsm	\$0.27	\$0.13	\$0.33	\$0.27	\$0.13	\$0.33	

\$5 min; priced per impression

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

impressions	b&w		colour	
	single-sided	double-sided	single-sided	double-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
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 tabloid / arch b)	\$0.10	\$0.05
13"x19" (super tabloid / a3+ super b)	\$0.15	\$0.07

PAPER SELECTION

tabloid text stock (add on)	weight	ss			ds			buy
		ss	ds	buy	ss	ds	buy	
enviro digital 100% recycled	60lb/89gsm	-	-	\$0.09	-	-	\$0.09	
cougar smooth	70lb/104gsm	\$0.10	\$0.05	\$0.15	\$0.10	\$0.05	\$0.15	
cougar smooth	80lb/118gsm	\$0.13	\$0.06	\$0.18	\$0.13	\$0.06	\$0.18	
cougar smooth	100lb/148gsm	\$0.17	\$0.08	\$0.22	\$0.17	\$0.08	\$0.22	
dull / gloss	80lb/118gsm	\$0.15	\$0.07	\$0.20	\$0.15	\$0.07	\$0.20	
dull / gloss	100lb/148gsm	\$0.20	\$0.10	\$0.25	\$0.20	\$0.10	\$0.25	
kernowprint pro (PET) synthetic	8 mil/261gsm	\$4.00	\$2.00	\$5.00	\$4.00	\$2.00	\$5.00	
earthchoice colors	20lb/75gsm	\$0.07	\$0.03	\$0.12	\$0.07	\$0.03	\$0.12	
earthchoice hots	60lb/89gsm	\$0.10	\$0.05	\$0.15	\$0.10	\$0.05	\$0.15	

tabloid cover stock (add on)	weight	ss			ds			buy
		ss	ds	buy	ss	ds	buy	
enviro digital 100% recycled	80lb/215gsm	\$0.37	\$0.18	\$0.43	\$0.37	\$0.18	\$0.43	
enviro digital 100% recycled	100lb/270gsm	\$0.38	\$0.19	\$0.44	\$0.38	\$0.19	\$0.44	
cougar smooth	80lb/216gsm	\$0.25	\$0.12	\$0.30	\$0.25	\$0.12	\$0.30	
cougar smooth	100lb/270gsm	\$0.35	\$0.17	\$0.40	\$0.35	\$0.17	\$0.40	
cougar smooth	130lb/352gsm	\$0.60	\$0.30	\$0.65	\$0.60	\$0.30	\$0.65	
via linen pure white	100lb/270gsm	\$0.85	\$0.42	\$0.90	\$0.85	\$0.42	\$0.90	
dull / gloss	111lb/300gsm	\$0.40	\$0.20	\$0.45	\$0.40	\$0.20	\$0.45	
productolith semi-gloss C1S	12pt/256gsm	\$0.37	\$0.18	\$0.43	\$0.37	\$0.18	\$0.43	

\$5 min; priced per impression

HANDBILL PRINTING (3.5X5.5)

BUSINESS CARDS (3.5X2)

quantity	b&w		colour		
	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

quantity	b&w		colour		
	single-sided	double-sided	single-sided	double-sided	ds (b&w second side)
50+	\$0.20	\$0.25	\$0.25	\$0.30	\$0.28
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

PAPER SELECTION

		handbill 3.5"x5.5" text stock	weight	add/unit
PAPER SELECTION	uncoated	enviro digital 100% recycled	60lb/89gsm	-
	coated	cougar smooth	70lb/104gsm	\$0.01
		cougar smooth	80lb/118gsm	\$0.02
		cougar smooth	100lb/148gsm	\$0.03
		dull / gloss	80lb/118gsm	\$0.02
		dull / gloss	100lb/148gsm	\$0.03
		earthchoice colors	20lb/75gsm	\$0.01
	earthchoice hots / astrobrights smooth	60lb/89gsm	\$0.01	

		handbill 3.5"x5.5" cover stock	weight	add/unit
PAPER SELECTION	uncoated	enviro digital 100% recycled	80lb/215gsm	\$0.05
	coated	enviro digital 100% recycled	100lb/270gsm	\$0.06
		cougar smooth	80lb/216gsm	\$0.04
		cougar smooth	100lb/270gsm	\$0.05
		cougar smooth	130lb/352gsm	\$0.10
		via linen pure white	100lb/270gsm	\$0.15
		dull / gloss	111lb/300gsm	\$0.06
	productolith semi-gloss C1S	12pt/256gsm	\$0.05	

*\$10 minimum; priced per unit

PAPER SELECTION

		business card 3.5"x2" cover stock	weight	add/unit
PAPER SELECTION	uncoated	enviro digital 100% recycled	80lb/215gsm	\$0.01
	coated	enviro digital 100% recycled	100lb/270gsm	\$0.02
		cougar smooth	80lb/216gsm	-
		cougar smooth	100lb/270gsm	\$0.01
		cougar smooth	130lb/352gsm	\$0.03
		via linen pure white	100lb/270gsm	\$0.05
		dull / gloss	111lb/300gsm	\$0.02
	productolith semi-gloss C1S	12pt/256gsm	\$0.01	

*\$10 minimum; priced per unit

POSTCARD (4X6)

quantity	b&w		colour		
	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
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

PAPER SELECTION

		4"x6" text stock		weight	add/unit
PAPER SELECTION	uncoated	enviro digital 100% recycled		60lb/89gsm	-
	coated	cougar smooth		70lb/104gsm	\$0.02
		cougar smooth		80lb/118gsm	\$0.04
		cougar smooth		100lb/148gsm	\$0.06
		dull / gloss		80lb/118gsm	\$0.05
		dull / gloss		100lb/148gsm	\$0.07
		earthchoice colors		20lb/75gsm	\$0.02
	earthchoice hots / astrobrights smooth		60lb/89gsm	\$0.02	
		4"x6" cover stock		weight	add/unit
PAPER SELECTION	uncoated	enviro digital 100% recycled		80lb/215gsm	\$0.11
		enviro digital 100% recycled		100lb/270gsm	\$0.12
		cougar smooth		80lb/216gsm	\$0.09
		cougar smooth		100lb/270gsm	\$0.10
		cougar smooth		130lb/352gsm	\$0.15
		via linen pure white		100lb/270gsm	\$0.25
		dull / gloss		111lb/300gsm	\$0.12
	coated	productolith semi-gloss C1S		12pt/256gsm	\$0.11

*\$10 minimum; priced per unit

POSTCARD (5X7)

quantity	b&w		colour		
	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

PAPER SELECTION

		5"x7" text stock		weight	add/unit
PAPER SELECTION	uncoated	enviro digital 100% recycled		60lb/89gsm	-
	coated	cougar smooth		70lb/104gsm	\$0.03
		cougar smooth		80lb/118gsm	\$0.05
		cougar smooth		100lb/148gsm	\$0.07
		dull / gloss		80lb/118gsm	\$0.06
		dull / gloss		100lb/148gsm	\$0.08
		earthchoice colors		20lb/75gsm	\$0.02
	earthchoice hots / astrobrights smooth		60lb/89gsm	\$0.03	
		5"x7" cover stock		weight	add/unit
PAPER SELECTION	uncoated	enviro digital 100% recycled		80lb/215gsm	\$0.14
		enviro digital 100% recycled		100lb/270gsm	\$0.15
		cougar smooth		80lb/216gsm	\$0.12
		cougar smooth		100lb/270gsm	\$0.13
		cougar smooth		130lb/352gsm	\$0.20
		via linen pure white		100lb/270gsm	\$0.30
		dull / gloss		111lb/300gsm	\$0.15
	coated	productolith semi-gloss C1S		12pt/256gsm	\$0.14

*\$10 minimum; priced per unit

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)	gloss/matte	3 mil	\$0.30/unit	\$6/linear ft

*max 37" wide; \$10 minimum

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

LARGE FORMAT PRINTING (3.5X2)

S. No	b&w		colour			Price
	GSM	Paper Type	Core Diameter	Paper Roll Width		
Bond paper 20#	30	Bond	2"	36" (3')	\$0.90/sq ft	
Coated Bond 24#	36	Bond	2"	44" (3.6')	\$0.99/sq ft	
Coated Bond 41	112	Bond	3"	42" (3.1')	\$2.75/sq ft	
Photo Gloss	210	Photo Gloss	2"	44" (3.6')	\$7.25/sq ft	
True Colour Matte 7mm	140	Matte	3"	42" (3.5')	\$2.75/sq ft	
True Colour Matte 9mm	180	Matte	3"	42" (3.5')	\$7.00/sq ft	
True Colour Matte 9mm	180	Matte	3"	36" (3')	\$6.50/sq ft	

PAPER SELECTION

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 applicable); full-serve artwork 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	\$35.00

*50 x letter/legal or 25 x tabloid on gloss 80lb text / 118gsm

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	≤1 1/4"	≤35 mm	\$8.00	\$7.50

*cost includes covers (plastic or cover stock); sheet count based on 60lb text / 89gsm

11"< bound edge ≤17"	document thickness	per unit	
5-95 sheets	≤13/32"	≤12 mm	\$12.00

*cost includes covers (plastic or cover stock); sheet count based on 60lb text / 89gsm

FINISHING & FAXING

FINISHING

cutting		cost
guillotine cutting		\$1.00/cut
rounded corners		\$0.05 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
<i>*\$5 minimum; max 11.6"x17"</i>	

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	cost/page	
Zap fax #: (250) 721-8728	\$0.75	
<i>*Zap cover sheets are free to send; if a cover sheet is the only page sent, refer to "first page" pricing</i>		

INTERNAL

	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" (letter)	one-sided	\$0.11	\$0.38
	two-sided	\$0.10	\$0.36
8.5" x 14" (legal)	one-sided	\$0.13	\$0.39
	two-sided	\$0.12	\$0.37
11" x 17" (ledger/tabloid)	one-sided	\$0.16	\$0.42
	two-sided	\$0.15	\$0.40
12" x 18" (oversize tabloid/arch b)	one-sided	\$0.20	\$0.48
	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*

SHREDDING

Minimun Charge	Cost per lb
\$2	\$1

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 :)**

UNIVERSITY OF VICTORIA, SUB A108, 3800 FINNERTY RD., VICTORIA BC, V8P 5C2