



## New Client Information

Artist: \_\_\_\_\_

Project Title: \_\_\_\_\_

Contact: \_\_\_\_\_

Company: \_\_\_\_\_

Billing Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Shipping Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Home Phone:( ) \_\_\_\_\_ Work Phone: ( ) \_\_\_\_\_

Mobile Phone:( ) \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Alternate Contact: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_

\_\_\_\_\_

Preferred method of payment:

- Cash
- Credit/Debit Card
- Company Check
- Personal Check

If paying by personal check, please enter your driver's license number below. Please note that processing time for a personal check may affect order delivery time.

\_\_\_\_\_ state \_\_\_\_\_ license number \_\_\_\_\_

### Terms and Conditions

Dulication Orders must be paid in full up front.

Replication Payment Options

1. 100% up front with no overage charges(see "overages" on right panel)
2. 50% up front, remainder upon product completion with overage charges billed accordingly.

ALL replicated packages are subject to 5% over or under the original quantity ordered and will be billed accordingly.

Providing a Master

AGMW is focused on providing the best service and products possible. A replicated disc will be an exact copy of all information contained on the master you provide. A duplicated disc will have any/all data from your master disc transferred to it. Please check your master disc for flaws or discrepancies before submitting it for duplication/replication. AGMW keeps the master provided to us for reference and reordering.

Shipping and Handling

All shipping charges are billed to the customer. You will be notified of any handling fees in advance of your order being shipped. A change in packaging, amount, or destination that results in additional fees may be billed seperately if payment has been recieved in advance. A storage fee may be incurred on orders left for over 30 days, based on 5% of order total.

I have read, understand, and agree to the terms and conditions set forth in this document as they apply to the above mentioned project.

\_\_\_\_\_ signature \_\_\_\_\_

\_\_\_\_\_ date \_\_\_\_\_

Please type initials above to show agreement if submitting digitally. Thank you.

# faq's

## What is Duplication?

The duplication process is a transferal of data, i.e. music, files, or video, from the provided master to preexisting discs. This is a faster, more cost effective way to produce small quantities.

## What is Replication?

Replication is a process in which we create your disc from raw material and the information is embedded into it.

## What are "Overages"?

When setting up for a replicated job, there are a certain amount of 'test' discs and print work created. If the test items are correct, we then package all of the items created. This usually results in there being more product that initially ordered. These we call overages.

## Graphic Proofing...

We will provide proofs for your project if you have sent us the artwork or we have created it for you. There are a couple of ways to proof the printing of your project. We can e.mail you a set of proofs in PDF or Jpeg format. We can also print out a proof for you to see. The print we provide will not exactly match the color produced in a replicated job, which is done by plate press printing. A press print can be produced for an additional fee.

## When will my order be ready?

Due to the graphic proofing process, the calculated production time begins after your graphics are approved and we have a master in hand. Duplication orders usually take 5 business days depending on size. Replicated orders may vary due to packaging types. We offer faster turn times for certain packages. Please contact us for 10 day and 15 day turn pricing.

## Receiving My Order...

You may pick up your order from our facility at anytime during our normal office hours, after it has been completed. AGMW can also facilitate shipping your order to any, or multiple, destinations. We can also meet special packaging needs, including shipping in unmarked "blind" boxes. Please ask an associate for details.

## Office Hours:

Monday - Thursday 9am - 5pm  
Friday 9am - 4pm  
Weekends Closed