

Terms and Conditions

Welcome to Pixel Touch. This Web site is provided by Pixel Touch as a service to our customers. Please review the following rules that govern your use of the Pixel Touch site. We in the mentioned terms below will be referring to Pixel Touch.

Please note that your use of the Pixel Touch site (the "Site") constitutes your unconditional agreement to follow and be bound by these Terms and Conditions. Although you may "bookmark" a particular portion of this Site and thereby bypass this Agreement, your use of this Site still binds you to these Terms and Conditions. Pixel Touch reserves the right to update or modify these Terms and Conditions at any time without prior notice to you, and we encourage you to review these Terms and Conditions whenever you use this Site.

Terms and Conditions of Order

We do not allow cancellations, refunds, or exchanges of products once payment has been accepted. Customers must double-check their orders before placing them, as artwork cannot be changed after the order is placed and arranged to be printed. Pixel Touch will not entertain any cancellations, refunds, or exchanges due to a customer's change of mind.

We will only accept cancellation requests if:

- The file doesn't meet requirements/artwork problems and you cannot resend the printable artwork and request to cancel.
- The order has been placed but not yet processed.
- The order item has gone out of stock.

For all canceled orders, the money will be returned to the website funds, which can be used for the next order, but cannot be refunded to the bank account.

We will only accept return requests if:

- We delivered the wrong products to the customer due to our mistakes. You may return the product for an exchange, or we will assist in providing a solution. Refunds are not permitted.

Notes: We are not responsible for any damage caused during delivery, as we ensure packages are wrapped securely to avoid damages.

We will NOT accept return requests if:

- The printing outcome is imperfect (e.g., lines, color drops, dirt, stains).
- The finishing outcome is not perfect. Most finishing processes involve manual work (e.g., cutting and gluing), so a 100% perfect outcome cannot be guaranteed.

Terms and Conditions of Artwork

We do not offer any design services. The customer is responsible for providing ready-to-print artwork.

- For most products, we accept JPEG/TIFF files in actual size with CMYK color mode. For products requiring die-cut or white ink, we only accept AI CS6 files. Please ensure that your die-cut line is in a separate layer. Additionally, all fonts must be outlined, images embedded, and overprint settings unticked. Files in the incorrect format will result in order cancellation, and you must reorder with the correct files.
- We do not provide proof-checking services for artwork. Before placing your order, ensure your artwork meets the requirements and guidelines. Files must be in the actual size or proportionate to the order size. Pixel Touch is not responsible for problems such as blurriness, missing fonts, or incorrect sizes or color modes.

If the artwork cannot be printed and you cannot resend a corrected version, money will only be returned to website funds, not refunded to your bank account.

Under these Terms and Conditions, you agree that you will NOT upload any artwork files consisting of the following material:

- Any material that could give rise to civil or criminal liability under applicable laws.
- Any material infringing rights of privacy, publicity, copyrights, or other intellectual property rights without proper permissions.

Terms and Conditions of Printed Products

- Finished goods may not be 100% accurate in actual size. Most materials may vary by 1 to 2 inches per 10 feet due to finishing and material sizes. Fabric products may vary by 2 to 5 inches due to drying processes.
- We do not guarantee color matching or provide artwork color proof-checking services. Color variations are expected. If exact color matching is required, you must order a color proof sample first, adjust your files accordingly, and reorder.
- Repeat orders may have slight color differences from previous jobs.

Terms and Conditions of Payment

All prices and amounts shown on this Site are in Malaysian Ringgit (MYR), unless otherwise noted. Payments can be made via online bank transfer to Pixel Touch. Please ensure payment receipts are uploaded before placing orders.

- Payments via IBG or cheque will result in order cancellations if not cleared in time. Once cleared, you may reorder with the payment slip.
- Overpayments or mistaken transactions will be credited to your Pixel Touch online account, not refunded to your bank account.
- Promotional top-up amounts are non-refundable and can only be used for online purchases.

Delivery

- If delivery fails due to incorrect addresses or lack of feedback from the recipient, the package will be returned to our facility. You will need to pick it up from Pixel Touch HQ (Seksyen 16). Redelivery incurs additional charges.
- Proof of delivery may require a signature from the intended recipient or an authorized representative.

Printing Turnaround Time

- Turnaround time starts after order placement and file approval. For rush jobs, it starts after proof approval.
 - Cut-off times:
 - Normal: 3 PM (Monday–Friday).
 - Express: Next working day.
 - Urgent: 5 PM (Monday–Friday) or 2:30 PM on Saturdays.
- Orders are held for 30 days. After that, unclaimed orders are recycled.

Termination of Usage

User access to all or part of this Site may be terminated or suspended at any time without notice. Defamatory or unreasonable comments about Pixel Touch may result in legal action to protect the company's reputation.