



# TERMS & CONDITIONS

## STANDARD CONDITIONS FOR THE SUBMISSION OF ADVERTISEMENTS TO CM CONNECTION MAGAZINES

The placing of an order for insertion of an advertisement amounts to an acceptance of the terms and conditions below.

### Definitions:

In this document, the following expressions have the following meanings:

"We" or "Us" or the "Publisher" means CM CONNECTION Magazines. The "Client" means the person or company who accepts a verbal or written quotation from us for advertising, leaflet distribution, printing, online directory listing or design services.

### 1. PAYMENT TERMS

Following the booking of any agreed media space a confirmation invoice will be sent by email or post. This must be paid within 14 days, or prior to the published copy deadline, whichever date is earlier.

The payment due date is indicated on our invoice. Please note that any booking will remain provisional until full payment has been received. If payment is not received in advance of publication we reserve the right to withdraw the advertisement.

These payment terms may be waived by CM CONNECTION Magazines in the case of a late booking or other special circumstances. In such cases, the payment due date will be indicated on the invoice.

Payment for any advertisement shall be made as aforesaid whether or not the Client shall have received an invoice and notwithstanding any query about any element of invoices.

In the event that payment is not made by the due date, we reserve the right to charge the sum of £50+VAT as an administration charge in respect of each invoice not paid on or before the due date.

In cases of overdue amounts in excess of 60 days we will exercise our statutory rights under the Late Payment of Commercial Debts (Interest) Act 1998. In this respect, interest together with recovery fees will be charged in addition to any charges applied by the courts in pursuance of the outstanding debt.

### 2. ADVERTISING RATES

The publisher reserves the right to increase the rates at any time with immediate effect. Advertisements that have been forward-booked to cover future issues (e.g. a series of four or six issues) are protected from any such price increase for the period in question.

### 3. SUBMISSION TERMS

Final artwork must be received by the published copy deadline at the latest. This may be sent as a high resolution Adobe PDF, TIFF, EPS or JPEG. Minimum resolution for all artwork should be 300 dpi. No responsibility can be taken for the print quality of any image/photo/logo supplied at a lower resolution.

We gratefully acknowledge the support of businesses whose adverts we publish and whilst every care is taken to ensure accuracy, we cannot accept responsibility for loss, damage or omission caused by error in the printing of an advert or other information.

Adverts are accepted on the understanding that descriptions of goods and services are fair and accurate. We cannot be held responsible for views expressed by contributors or any advert content, including errors or omissions. Acceptance of an advertisement does not imply that CM CONNECTION Magazines in any way endorses companies, services or products that appear in these publications.

We reserve the right not to accept advertisements which may be considered offensive or which promote products which are considered to be contrary to the ethos of the magazine. We also reserve the right to refuse poorly designed artwork. If an advert is submitted that is of poor design or quality we will offer the services of our graphic designers, at a reasonable fee, to produce a suitable alternative.

If you have booked a 4+ month package and wish to change the advert for the second or subsequent insertion, it is your responsibility to ensure that any new advert or change in information reaches us before the relevant booking/copy deadline date. Otherwise, the previous advert will be re-inserted and no refund will be given.

### 4. GUARANTEES

We cannot undertake to place advertisements in any particular position in the magazine unless a premium price has been paid to reserve a particular position. We can make no guarantees that your advertisement will be successful; therefore we are unable to offer you a refund if you receive no response.



## 5. CANCELLATION

We shall not be bound by any notification of cancellation unless it is received in writing, or electronically, in the form of an email, by the booking deadline as set out in our media kit. If cancellation is not received by the booking deadline the advertiser will pay for the space booked. We may treat as a cancellation the fact that the advertiser has failed to pay any monies on or before the due date or is deemed unable to pay its debts within the meaning of the Insolvency Act 1986 or is otherwise in breach of any of the other terms and conditions set out herein.

Any series discounts or reduced advertising rates granted by CM CONNECTION Magazines for multiple advertisements are conditional upon all advertisements being placed. In the event that the advertiser cancels or does not conclude any series or multiple advertisements the advertiser relinquishes the right to the discount or reduced rate that has been granted and the advertiser will be liable to pay the difference between the rate that has been charged and the rate that would have applied according to our published media kit.

## 6. COPYRIGHT

The advertiser hereby grants to CM CONNECTION Magazines a licence to reproduce, display and copy the advertisement in the magazine. The copyright in all artwork, copy and other material originated or re-worked by CM CONNECTION Magazines, its employees or its contractors shall vest in CM CONNECTION Magazines.

## 7. MAGAZINE DISTRIBUTION

The number of magazine copies supplied to us by our printers, in respect of each magazine title, is indicated on our website and in our published media pack. We deliver the majority of these directly to individual homes and businesses and place a small quantity in 'public' places. A further small quantity is retained for CM CONNECTION Magazines use. We endeavour to ensure that magazines are delivered efficiently, but we cannot give guarantees and cannot be held responsible for non-delivery or late delivery due to adverse weather conditions or any other cause. We are prepared to respond, within reason, to any queries regarding the make-up of our delivery rounds.

## 8. VOUCHER COPIES

We do not guarantee to supply voucher copies of all magazines in which an advertisement appears except where this has been specifically agreed. Advertisers may contact us for confirmation that an advertisement has appeared as requested.

## 9. CUSTOMER SERVICE – OUR COMMITMENT TO YOU

We aim to meet your needs with efficiency, effectiveness, fairness and courtesy by:

- Providing a friendly service, showing respect and sensitivity
- Treating you fairly - demonstrating our commitment to equality and diversity
- Recognising and responding to your particular needs
- Dealing with your requests and enquiries accurately, promptly and efficiently
- Respecting your confidentiality
- Making effective referrals where appropriate
- Offering an explanation if we can't answer your request /enquiry
- Making effective use of IT and web services for your benefit
- Establishing service standards and monitoring our performance
- Continuing to develop our teams' expertise and skills
- Welcoming your feedback
- Dealing with any complaints in a sensitive and timely fashion

We want a pleasant and safe environment at all times, whether office based or out on community business, however, we operate a zero-tolerance approach to behaviour which is inappropriate, abusive or threatening for our safety and yours.

### The CM CONNECTION Magazine Team

**CM17 Connection and CM23 Connection are all produced by CM CONNECTION Magazines. 10 Fenton Grange, Harlow Essex CM17 9PG.**