

Level of Service We Pledge to Offer Our Customers

Collection and Delivery

Repropoint operate a fleet of twenty two vans in the counties of Surrey, Hampshire and Sussex. The vehicles offer a twice daily collection and delivery service from our five locations.

Plan Printing and Colour Copying from hard copy

Normal orders for plan printing and colour copying will have the original collected on one van round, with the print and original returned on the next.

If the order is exceptionally large and cannot be completed before the next delivery, Repropoint undertake to contact the client and discuss the delivery required.

Plan printing via the web or Reprodesk

The prints from digital data will be returned via the next available van on completion.

Files sent on disk via, FTP etc.

Repropoint guarantee to pre-flight all data files within two hours of receipt. If there is a problem eg., font missing etc., the client is contacted and offered two alternatives:

Either the file is returned for the client to alter; which may mean missing a promised delivery time or Repropoint repair the file at our standard studio charges.

Scanning

Scanning of small quantities of drawings – up to 25, will be processed by return.

Vectorisation would usually be carried out within a similar time frame. Larger volumes of drawings for archival scanning would be completed within seven working days. Time rates for extra services to include optional character recognition, burning to CD with built-in database, electronic drawing management, will be discussed with the client as necessary.

Finishing

Repropoint offer a vast range of finishing services including mounting, laminating, encapsulating and many varieties of binding.

Orders for small quantities – up to ten – will be processed during the same day. Time scales for larger quantities will be discussed with the client.

Litho printing /Indigo printing

Following written acceptance of proof, the standard printing order will be completed within three working days. Further time may be added if certain finishing is required.

Drawing office materials, graphic supplies and stationery

Products ordered online will be supplied the same day, if in stock. Stock levels may be checked on-line.

Non-stock items will be next day delivery unless manufacturer/supplier is out of stock, when clients will be notified.

Orders received by telephone, fax and mail will receive next day delivery unless manufacturer/supplier is out of stock, when clients will be notified.

Machine Servicing

Our engineers will respond to a service request within eight hours.

WOKING

Tel: (01483) 740483
Fax: (01483) 740761

GUILDFORD

Tel: (01483) 564888
Fax: (01483) 562428

HEATHROW

Tel: (020) 8570 9393
Fax: (020) 8577 3450

PORTSMOUTH

Tel: (023) 9236 4900
Fax: (023) 9269 6514

SOUTHAMPTON

Tel: (023) 8063 7311
Fax: (023) 8023 4110