

Barney's 100% Satisfaction Guarantee



If for any reason the job does not meet the agreed requirements, let us know within 5 days of delivery and we will rectify it.

It's that simple!

Every customer deserves peace of mind. That's why the Barney's Satisfaction Guarantee is our commitment to you that we are here for you throughout each and every job. We're proud to say that our guarantee offers you the greatest protection in the industry.

Our 7 point quality control process ensures your job will be completed on-time, within budget and to specification.

Barney's 7 Stage Quality Process

Step 1 The Brief Stage

After any discussion with you and to show complete understanding Barney's will feedback our conversation with you in writing.

Step 2 The Quote Stage

Barney's will provide you with a prompt quote detailing the specifications based on your needs as discussed.

Step 3 Acceptance of Quote Stage

Upon receiving your signed quote (thereby acknowledging Barney's Terms and Conditions and the specifications detailed in the approved quotation), print-ready artwork, confirmation of delivery details and agreed lead time, we can proceed to the next stage.

Step 4 The Artwork Stage

We will check the artwork for any issues that may affect the printing quality and alert you to the fact prior to printing/manufacture. A new file will need to be supplied prior to progressing to print production if there is a problem. We know you will appreciate this care we take.

Step 5 The Proof Stage

We will deliver to you either a physical full colour high resolution proof or an electronic PDF proof of your job, a mock up or live sample if required (usually for more involved booklets or products with special folds, shapes and so on), for your approval before the job goes to production. Upon acceptance/approval by you of this proof, we will then proceed to manufacture. This proof is retained and is used by our Production team as part of our checking process.

Step 6 The Production Stage

In the Production process we will check to ensure your job is:

- a. Produced to the colour profile as supplied in the artwork file
- b. Produced in register ensuring all colours line up to give a crisp look
- c. Produced to the size and shape of the finished item
- d. Produced ensuring all trimming (if required) is straight
- e. Produced with no blemishes, marks, scratches
- f. Assembled and collated as per the agreed specifications
- g. Samples are retained by Barney's for future re-print referencing

Step 7 The Packing & Shipping Stage

The goods are finally quality checked and inspected by our Production team before they are packed in clean, strong and clearly labelled packaging and shipped to you using a recognised freight/postal service.