Co-Mail Shortage Policy
Marketing and Periodical Mail

Purpose

This policy defines the acceptable variance, or shortage between the quantity of catalogs and or magazines ordered, and the quantity mailed by Quad. The policy is intended to reflect standard industry tolerances while ensuring transparency, fairness, and operational efficiency. Shortages arise for various reasons, including but not limited to:

- Insufficiencies in Client-supplied materials
- Mechanical or equipment limitations
- Quality control removals defects

Allowable Shortage

Quad will endeavor to produce and mail the full quantity specified in the Client's order. However, due to standard printing, processing, and mailing variances, a shortage is deemed allowed if the shortage does not exceed the greater of 2% of the total quantity ordered or 500 copies.

- This allowable shortage applies per job or per version, unless otherwise stated in writing.
- Quantities falling within the allowable shortage will be considered fulfilled in full and will not result in credits, refunds, or reprints.
- If the shortage exceeds the amount deemed allowed, Quad will promptly notify Client and upon request, Quad will provide a file containing the addresses that did not mail.

Acceptance

By authorizing, mailing Client acknowledges and accepts this Policy.

Contact Quad today:
866-824-2869 / info@quad.com

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