

NAP Printers Private Limited

PRIVACY POLICY

Printing & Packaging Services

Effective Date: June 10, 2025 | Last Updated: June 10, 2025

1. Introduction

NAP Printers Private Limited("we", "our", or "us"), a printing and packaging company incorporated and operating under the laws of India, is committed to protecting your personal information and your right to privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website (napprinter.com), place orders, or interact with us in any way.

This Policy is published in compliance with the Information Technology Act, 2000 (IT Act), the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 (SPDI Rules), and the Digital Personal Data Protection Act, 2023 (DPDP Act), as applicable.

By using our services or website, you consent to the collection and use of your information as described in this Privacy Policy. If you do not agree with the terms of this Privacy Policy, please do not use our services.

2. Information We Collect

2.1 Personal Information You Provide

We collect personal information that you voluntarily provide to us when you:

- Place an order for printing or packaging products
- Contact us for a quote, inquiry, or customer support
- Ask to receive updates about our products and offers
- Participate in surveys, contests, or promotions

The personal information we collect may include:

- Name (individual or business name)
- Contact details: email address, phone number, mobile number
- Billing and shipping address
- GST Identification Number (GSTIN) for business customers
- Payment information (processed securely through third-party payment gateways)
- Design files, artwork, and print-ready content submitted for orders
- Order history and preferences

2.2 Information Collected Automatically

When you visit our website, we may automatically collect certain information about your device and browsing activity, including:

- IP address and geographic location
- Browser type and version
- Operating system
- Pages viewed, time spent, and referring URLs
- Technical logs kept by our hosting provider (see Section 7)

2.3 Business and Financial Information

For business clients, we may collect information about your company, such as company registration number, PAN, GSTIN, and billing contact details, solely for the purpose of processing orders, raising invoices, and complying with applicable tax laws.

3. How We Use Your Information

We use the personal information we collect for the following purposes:

3.1 To Provide and Manage Our Services

- Process and fulfil your print and packaging orders
- Communicate order status, dispatch details, and delivery updates
- Provide customer support and respond to inquiries
- Issue invoices, receipts, and tax documents

3.2 Business Operations

- Maintain and improve our products and services
- Conduct internal research, analytics, and quality assurance
- Manage our business relationships with clients and vendors
- Comply with legal obligations, including tax and accounting requirements

3.3 Marketing and Communication

- Send product updates and offers by email, only with your consent
- Notify you of new products, services, or changes to our policies

You may opt out of marketing communications at any time by replying to any of our emails or contacting us directly.

3.4 Legal and Compliance

- Comply with applicable Indian laws, regulations, and court orders
 - Detect, prevent, and address fraud, security incidents, or other illegal activities
 - Enforce our Terms and Conditions and other agreements
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4. Sharing of Your Information

We do not sell, trade, or rent your personal information to third parties for their own marketing purposes. We may share your information only in the following limited circumstances:

4.1 Service Providers and Business Partners

We may share your information with trusted third-party vendors and service providers who assist us in operating our business, such as:

- Payment gateway providers (for processing transactions)
- Logistics and courier partners (for delivery of your orders)
- IT and cloud services providers (for data hosting and website operations)
- Accounting and tax compliance software providers

These parties are contractually bound to keep your information confidential and use it only for the purposes for which it was shared.

4.2 Legal Requirements

We may disclose your information if required by law, court order, or government authority, including under the IT Act, DPDP Act, or any other applicable Indian legislation.

4.3 Business Transfers

In the event of a merger, acquisition, restructuring, or sale of our business assets, your information may be transferred to the successor entity. We will notify you before your personal data is transferred and becomes subject to a different privacy policy.

4.4 With Your Consent

We may share your information with any other third party with your prior written or electronic consent.

5. Sensitive Personal Data or Information (SPDI)

Under the SPDI Rules, 2011, we acknowledge that certain information constitutes 'Sensitive Personal Data or Information.' We do not typically collect sensitive personal data (such as financial passwords, health information, biometric data) in the ordinary course of our printing and packaging services. If, in any specific context, we are required to collect such data, we shall:

- Obtain your express written consent prior to collection
- Clearly disclose the purpose of collection
- Provide you the option to withdraw consent
- Implement appropriate security measures for such data

6. Data Security

We implement appropriate technical and organisational security measures to protect your personal information against unauthorised access, alteration, disclosure, or destruction. These measures include:

- SSL/TLS encryption for data transmission over our website
- Secure servers and databases with access controls
- Regular security assessments and vulnerability testing
- Employee training on data privacy and confidentiality

However, please note that no method of transmission over the Internet or electronic storage is completely secure. While we strive to use commercially acceptable means to protect your personal data, we cannot guarantee its absolute security. In the event of a data breach, we will notify affected users as required under applicable law.

7. Cookies and Tracking Technologies

Our website does not use cookies, analytics, advertising or any other tracking technologies, and we do not create profiles of visitors. Our website does not offer user accounts, logins or online purchases.

7.1 Information Processed When You Visit

Like any website, our hosting provider automatically processes the technical information needed to deliver pages securely, such as your IP address, browser type and the pages requested. Our website also loads fonts from Google Fonts, so your browser connects to Google's servers when a page loads. These providers handle this information under their own privacy policies.

7.2 Changes to This Section

If we introduce cookies or analytics in the future, we will update this Policy before doing so and, where required by law, ask for your consent before setting any non-essential cookies.

8. Data Retention

We retain your personal information only for as long as is necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements.

- Order records and associated personal data: 7 years (in accordance with applicable tax and accounting laws in India)
- Customer relationship information: For the duration of our business relationship and up to 3 years after it ends
- Marketing preferences: Until you withdraw consent or unsubscribe

When personal data is no longer required, we will securely delete or anonymise it.

9. Your Rights Under Indian Law

Under the Digital Personal Data Protection Act, 2023 ('DPDP Act') and other applicable Indian laws, you have the following rights with respect to your personal data:

- Right to Access: Request a copy of the personal data we hold about you
- Right to Correction: Request correction of inaccurate or incomplete data
- Right to Erasure: Request deletion of your personal data, subject to legal retention requirements
- Right to Withdraw Consent: Withdraw consent for processing at any time
- Right to Nominate: Nominate an individual to exercise your rights in the event of your death or incapacity
- Right to Grievance Redressal: Lodge a complaint with our Grievance Officer or the Data Protection Board of India

To exercise any of these rights, please contact our Grievance Officer at the details provided in Section 13 below. We will respond to your request within the time period prescribed under applicable law.

10. Third-Party Websites and Links

Our website may contain links to third-party websites or platforms. This Privacy Policy does not apply to those websites. We encourage you to review the privacy policies of any third-party sites you visit. We are not responsible for the privacy practices or content of third-party websites.

11. Children's Privacy

Our services are not directed to individuals under the age of 18 years. We do not knowingly collect personal information from minors. If you are a parent or guardian and believe your child has provided us with personal data without your consent, please contact us immediately and we will take steps to remove such information.

12. Changes to This Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time. When we make material changes, we will notify you by email (to the address we have on record for you) or by posting a prominent notice on our website. The revised Policy will be effective as of the date stated at the top of this document.

Your continued use of our services after the effective date of the revised Policy constitutes your acceptance of the changes.

13. Grievance Officer and Contact

In accordance with the IT Act, 2000, and the DPDP Act, 2023, the details of our Grievance Officer are as follows:

Name: Dhanraj Parek

Designation: Grievance Officer, NAP Printers Private Limited

Address: 6 Kumar Industrial Complex, Kolorah, Domjur Howrah 711411, India

Email: contact@napprinter.com

Phone: +91 9836390602

If you have any questions, concerns, or complaints regarding this Privacy Policy or our data practices, please contact our Grievance Officer. We will acknowledge receipt of your grievance within 48 hours and resolve it within 30 days.

You also have the right to lodge a complaint with the Data Protection Board of India, once established under the DPDP Act, 2023.

NAP Printers Private Limited

TERMS AND CONDITIONS

Printing & Packaging Services

Effective Date: June 10, 2025 | Last Updated: June 10, 2025

1. Acceptance of Terms

These Terms and Conditions ("Terms") constitute a legally binding agreement between you ("Customer", "you", or "your") and NAP Printers Private Limited ("Company", "we", "our", or "us"), a printing and packaging company operating in India. By placing an order, using our website (napprinter.com), or engaging with our services in any manner, you agree to be bound by these Terms.

If you do not agree with any part of these Terms, please do not use our services. We reserve the right to modify these Terms at any time, and your continued use of our services constitutes your acceptance of such changes.

2. Services Offered

NAP Printers Private Limited provides printing and packaging services including, but not limited to:

- Custom and commercial printing (offset, digital, screen, flexo)
- Packaging design and manufacturing (corrugated boxes, cartons, pouches, labels)
- Branding and promotional materials
- Stationery and corporate printing
- Custom packaging solutions for retail and e-commerce

We reserve the right to modify, suspend, or discontinue any service at any time without prior notice. We shall not be liable to you or any third party for any such modification, suspension, or discontinuation.

3. Ordering Process

3.1 Placing an Order

All orders must be submitted through our official channels — website, email, or authorised sales representatives. An order is deemed accepted only upon our written confirmation. Verbal or informal communications do not constitute a binding order.

3.2 Order Specifications

You are responsible for providing complete and accurate order specifications, including quantity, dimensions, material, finish, colour mode (CMYK), and any other relevant details. We shall not be liable for errors resulting from incorrect or incomplete specifications.

3.3 Proofs and Approvals

For all orders requiring design or customisation, a digital proof will be provided for your approval prior to production. You must review the proof carefully and confirm approval in writing. Once you approve the proof, the order enters production and changes cannot be accommodated without additional charges. Any error noticed after approval is the Customer's responsibility.

3.4 Order Cancellation

Orders may be cancelled before entering production, subject to a cancellation fee to cover administrative costs. Once an order has entered the production stage, cancellation is not possible, and the full order value will be charged. Custom orders are non-cancellable once confirmed.

4. Pricing and Payment

4.1 Pricing

All prices are quoted in Indian Rupees (INR) and are exclusive of Goods and Services Tax (GST) unless otherwise stated. GST will be applied as per the rates applicable under the Central Goods and Services Tax Act, 2017, and the Integrated Goods and Services Tax Act, 2017.

Prices quoted are valid for 30 days from the date of quotation, unless otherwise specified in writing. We reserve the right to revise prices at any time due to changes in raw material costs, labour costs, or applicable taxes.

4.2 Payment Terms

All payments shall be made via bank transfer (NEFT/RTGS/IMPS), UPI, cheque, or any other payment method mutually agreed upon. Cheques are subject to realisation before production commences.

4.3 Late Payment

In case of delayed payment beyond the agreed due date, we reserve the right to:

- Withhold dispatch of pending orders
- Suspend credit facilities and require advance payment for future orders

4.4 Invoicing

All invoices will be issued in accordance with applicable GST laws. You are responsible for providing accurate GSTIN and billing details. We shall not be responsible for incorrect GST input credit claims arising from incorrect information provided by you.

5. Artwork, Design Files, and Intellectual Property

5.1 Customer-Supplied Artwork

You represent and warrant that you own or have all necessary rights, licences, and permissions to use any artwork, logo, image, text, or other intellectual property submitted to

us for printing. By submitting artwork, you grant us a limited, non-exclusive licence to use such material solely for the purpose of completing your order.

5.2 Artwork Specifications

Artwork must be submitted in the specified format (PDF, AI, PSD, EPS, etc.) at a minimum resolution of 300 DPI, in CMYK colour mode unless otherwise specified. We are not responsible for poor print quality resulting from low-resolution or incorrectly formatted artwork supplied by you.

5.3 Indemnification for Intellectual Property

You agree to indemnify and hold harmless the Company, its directors, employees, and agents from and against any claims, damages, losses, costs, or expenses (including legal fees) arising from any claim that the content or artwork you provided infringes the intellectual property rights of any third party, or violates any applicable law.

5.4 Company's Intellectual Property

All designs, templates, samples, and other materials created by the Company remain the intellectual property of the Company unless expressly transferred in writing. You may not reproduce, distribute, or use such materials without our prior written consent.

6. Production and Lead Times

Standard production lead times are provided at the time of order confirmation and are estimates only. Lead times may vary based on order complexity, design approval timelines, material availability, and capacity constraints.

We shall not be liable for any loss or damage arising from delays in production or delivery due to circumstances beyond our reasonable control, including but not limited to natural disasters, strikes, machine breakdown, supply chain disruptions, or government actions.

Rush orders may be accommodated at additional charges, subject to our production capacity at the time of request.

7. Delivery and Dispatch

7.1 Delivery

We dispatch orders via reputed courier partners or our own delivery fleet (in select areas). Risk of loss or damage to the goods passes to you upon dispatch. Delivery timelines are estimates and are subject to courier performance.

7.2 Delivery Address

You are responsible for providing the correct and complete delivery address. We shall not be responsible for non-delivery or delay resulting from an incorrect address. Re-delivery charges may apply.

7.3 Inspection of Goods

You must inspect all goods upon delivery. Any visible damage, deficiency in quantity, or transit damage must be reported to us in writing within 48 hours of delivery, along with photographic evidence. Claims made beyond this period will not be entertained.

8. Quality, Returns, and Refunds

8.1 Quality Standards

We take pride in the quality of our products. Minor colour variations (up to 10% Delta E) from digital proofs or Pantone references are inherent to the printing process and do not constitute a defect, unless specifically guaranteed in writing.

8.2 Defective or Incorrect Goods

If you receive goods that are defective (beyond acceptable tolerance) or do not match the approved proof:

- Notify us in writing within 48 hours of delivery with clear photographic evidence
- Do not use, dispose, or destroy the goods before we have had the opportunity to inspect them
- We will, at our sole discretion, reprint the order or issue a credit note

Refunds in cash or original payment mode will only be considered in exceptional circumstances and at our sole discretion.

8.3 No Returns for Custom Orders

Due to the custom and personalised nature of our printing and packaging products, returns and refunds will not be accepted for correctly printed and delivered orders, unless the goods are defective as defined above. Approved proofs are considered final confirmation.

8.4 Overruns and Underruns

The industry standard permits a variation of $\pm 5\text{-}10\%$ in delivered quantity for print and packaging orders. We shall not be liable for minor over- or under-runs within this tolerance range. Billing will be based on actual quantities delivered.

9. Confidentiality

Both parties agree to keep confidential any proprietary or sensitive business information shared in the course of their dealings, including pricing, trade secrets, product designs, and customer information. This obligation shall survive the termination of the business relationship.

10. Limitation of Liability

In no event shall NAP Printers Private Limited, its directors, employees, or agents be liable for:

- Any indirect, incidental, consequential, special, or punitive damages
- Loss of profits, revenue, business opportunities, or goodwill
- Damages arising from reliance on printed materials
- Any damages exceeding the value of the specific order giving rise to the claim

Our total aggregate liability to you for any claim arising out of or related to these Terms or our services shall be limited to the invoiced amount of the specific order in dispute.

Nothing in these Terms shall limit our liability for death or personal injury caused by our negligence, fraud, or any other liability that cannot be excluded by law.

11. Force Majeure

We shall not be liable for any failure or delay in performance of our obligations due to causes beyond our reasonable control, including acts of God, floods, earthquakes, pandemics, fire, war, civil unrest, strikes, government actions, power failures, or disruptions to raw material supply chains. In such events, we will notify you as soon as reasonably practicable and make reasonable efforts to resume performance.

12. Governing Law and Jurisdiction

These Terms and Conditions shall be governed by and construed in accordance with the laws of India, including the Indian Contract Act, 1872, the Sale of Goods Act, 1930, the Consumer Protection Act, 2019, and other applicable legislation.

Any dispute, claim, or controversy arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts located in Kolkata, West Bengal, India, unless resolved through arbitration as described below.

13. Dispute Resolution

13.1 Amicable Resolution

In the event of any dispute, the parties shall first attempt to resolve the matter amicably through good-faith negotiation within 30 days of a written notice from either party.

13.2 Arbitration

If the dispute is not resolved amicably, it shall be referred to and finally resolved by arbitration under the Arbitration and Conciliation Act, 1996. The arbitration shall be conducted by a sole arbitrator mutually appointed by the parties. The seat of arbitration shall be Kolkata, India, and the language of arbitration shall be English. The arbitrator's award shall be final and binding.

14. Entire Agreement and Severability

These Terms, together with any accepted quotation, purchase order, or written agreement, constitute the entire agreement between you and the Company regarding your use of our services and supersede all prior understandings.

If any provision of these Terms is found to be unlawful, void, or unenforceable, that provision will be modified to the minimum extent necessary to make it enforceable, or if that is not possible, severed. The remaining provisions will continue in full force and effect.

15. Waiver

Our failure to enforce any right or provision of these Terms shall not constitute a waiver of such right or provision. No waiver shall be effective unless made in writing and signed by an authorised representative of the Company.

16. Contact Us

For any questions, complaints, or correspondence regarding these Terms and Conditions, please contact us at:

NAP Printers Private Limited

Address: 6 Kumar Industrial Complex, Kolorah, Domjur Howrah 711411, India

Email: contact@napprinter.com

Phone: +91 9836390602

Website: www.napprinter.com