

**MANAGING EXPECTATIONS FOR COLOR OUTPUT AND CONSISTENCY
FOR CUSTOM PRINTED FILM AGAINST CONTROL SAMPLES****STANDARD OPERATING PROCEDURES**

1. Upon electronic artwork proof approval, a physical full-size sample/prototype of the client's artwork is printed on the specified material for the job for color, scale, and content approval.
2. At this time, a printing profile is documented within the Source One Digital internal job tracking system. The type of material, inks, densities, color range, and printing press that was used is recorded, along with the name of the pre-press designer, press operator, and finishing technician that created and packed the sample.
3. A secondary copy (control sample) is kept at Source One Digital for use at the time of the production run for comparison of output. The original sample is shipped to the client to be reviewed in the environment and lighting conditions the final product will be installed in.
4. The client reviews samples and returns feedback via an approval or revisions of the test print to Source One Digital.
5. Source One Digital records approvals or revisions into their job tracking system.
6. If revisions are required per the client request – steps 1, 2, 3, and 4 are repeated if necessary.
7. Upon approval, the production run files are set up according to the printing profiles outlined in the prototype (see step 2).
8. Production files are printed and cut. Panels are spot checked for quality control against the physical control sample kept at Source One Digital.
9. Each panel is labeled (if required) with the name of the location, sequence of pattern (if necessary) and top vs. bottom of the panel.
10. Panels are rolled on cores and shipped in carton packaging to the specified location for install.

MANAGING EXPECTATIONS

1. Production panels should be inspected within 7 business days of arrival for confirmation the correct order was received as well as any physical damages that may have occurred in shipping.
2. Production panels should match the approved physical control prototype approved by the client and coordinating control sample at Source One Digital.
3. Any defected product should be reported immediately to a Source One Digital representative with a supporting picture for documentation.
4. If any panels are defective or damaged (prior to install), Source One Digital will reprint and replace in an expedited service fashion.

NOTE: Custom printed window film will appear visually different in various lighting environments, such as natural vs. artificial and/or day vs. night viewing. The control sample should be compared to the production panels in the same lighting and day night conditions for biases made on judgement of consistency of color and/or content (such as tone, resolution, opacity, or transparency) levels.

