

Important information concerning order processing

DETERMINATION OF THE PRINT RUN

The exact print run will only be determined directly before the press proof. The print run may be adjusted even during printing. Accordingly, the print run figures indicated by us only represent average values.

PRINT RUN FLUCTUATIONS

In case of print run fluctuations, but also in case of over- or under-deliveries on the part of the supplying print shop, we reserve the right to distribute the remaining advertising material in areas adjacent to the routes ordered or to omit any partial areas if necessary.

CANCELLATION/RESCHEDULING

Please note that in case of cancellation and rescheduling within 14 days before the date of distribution, as well as in case of failure to supply the advertising material in time, an amount between 50 % and 100 % of the order value will have to be charged to compensate for costs.

THIRD-PARTY ADVERTISING

The respective prices shall apply to advertising material without third-party advertising (advertisement or second insert). A surcharge of 100 % at the currently applicable rate of the respective type of advertising shall be charged for third-party advertising in each case.

PLACEMENT

Due to automated processing and the variety of pre-products, we cannot promise any specific placement within the medium for inserts. Therefore, placement in pre-products will not be considered a reason for complaint.

QUALITY OF ADVERTISING MATERIAL

The quality of your advertising material is of decisive importance to the execution of your order. The respective criteria are listed on [business.krone.at](https://www.business.krone.at).

RAFFLES/GIFT COUPONS

In case of raffles and/or gift coupons, sending a sample of your advertising material in time (before production starts) for examination by our legal department will absolutely be necessary. In order to ensure proper and safe handling, we kindly ask that you send us several samples of your advertising material in advance.

DEVIATIONS OF WEIGHT/FORMAT

Serious deviations with respect to weight or format may force us to defer execution of your order. Detailed guidelines in this respect are included in the General Terms and Conditions.

Give us a call. We will be happy to assist you.

Patricia Strobl-Janouch

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Changes to print runs and routes, as well as typographical and printing errors excepted.