

BRILLEPHOTO INC.

Terms & Conditions — Quick Summary

Effective September 1, 2026 — brillephoto.com

This is a plain-language summary for your convenience. The full Terms and Conditions of Sale govern all orders and are available at brillephoto.com or upon request at info@brillephoto.com.

YOUR FILES

- sRGB color space only — other profiles may produce unexpected colors
- Minimum 150 DPI at print size; 300 DPI recommended
- JPEG, TIFF, or PNG format
- We can resize files, but enlarging beyond native resolution may reduce sharpness

YOUR ORDER

- Every print is custom-made — all sales are final once production begins
- No cancellations, returns, or exchanges after production starts
- Double-check your size, finish, and files before confirming
- Minimum order: \$10

PAYMENT

- Full payment required before we start printing
- Visa, Mastercard, Interac, Interac e-Transfer
- Shipping is a separate line item on your invoice

TURNAROUND

- Standard prints: 3 business days or less
- Mounted canvases: up to 10 business days
- No rush or expedited orders

SHIPPING

- We choose the most practical carrier: Canada Post, Purolator, GLS, FedEx, Canpar, or ICS
- Delivery times are estimates — we are not responsible for carrier delays
- Damaged on arrival? Photograph it and email us within 48 hours

IF SOMETHING GOES WRONG

- You have 5 days from receipt to report an issue — after that, we cannot help
- We cover: visible print defects, wrong size or finish, transit damage
- We do not cover: colour vs. your screen, low-res file quality, ordering mistakes
- Our only remedies are a reprint or a refund — we decide which

COLOUR

- We cannot match your monitor — every screen is different
- Our photo printers are X-Rite calibrated to sRGB (D65 white point, gamma 2.2)
- Want a preview before ordering? Sample print by mail: \$1.50 + shipping
- Colour disputes are reviewed case by case at our discretion

COPYRIGHT

- You must have the right to print everything you send us
- Photographers: Canadian law says you own your shots — no model release needed for personal-use prints
- Internet images: fine for personal use; commercial sale requires a licence from the rights holder
- Incidental logos in photos (jerseys, signage) are fine; printing just the logo is not
- Selling prints commercially? A separate drop-shipping agreement is required before we can process your orders

QUÉBEC RESIDENTS

- Your rights under Québec's Consumer Protection Act always apply — our T&C cannot take those away
- French version of the full Terms available on request: info@brillephoto.com

CONTACT US

- info@brillephoto.com
- brillephoto.com