



PRINT + DESIGN
family owned + operated since 1994

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FAX COVER SHEET

RECIPIENT:

TO: _____

FAX NUMBER: _____

SENDER:

FROM: _____

PHONE: _____

TOTAL # OF PAGES: _____ (including cover sheet)

DATE: _____

MESSAGE:

By sending this fax, the SENDER is agreeing to the terms on the back of this cover sheet.

This side is information for the SENDER. This side is NOT transmitted with your fax.

CW Print + Design Faxing Terms of Use

By enlisting CW Print + Design to send a fax, you understand and agree to the following:

- CW Print + Design performs full-service faxing. This means you will not need to send the fax yourself, we will do it for you. We use a secure electronic fax system which allows us to perform error checking and easily resend your fax in the case that it fails. Once your fax has been successfully transmitted, your fax is erased from our system. In the event that your fax fails, we will keep your fax in the system for up to 24 hours until the fax has been successfully transmitted. This will provide you with an opportunity to check with the recipient and ensure that their fax machine is on and functioning, stocked with paper, and that you have provided us with a correct fax number.
- CW Print + Design will send your fax up to three times to the number you have indicated on this cover sheet. Each time CW Print + Design sends your fax, our system will dial the recipients fax number a minimum of three times before coming back with a busy signal or other error. This means that we will be sending your fax up to 9 times. After three failures, you may provide us with a new fax number if you have one available. We will send your fax to a second number once for no additional charge.
- CW Print + Design is not responsible for the security of your data when it is transmitted to the number you have provided us. CW Print + Design is also not responsible for ensuring your recipient has received the fax beyond our receipt of an automated confirmation that all of your pages were transmitted.
- **Fax service is non-refundable.** Your first page is \$2.50. Additional pages are only \$1.00 each. Sending this cover sheet is free.

FAXING F.A.Q.

Q: Do I need a fax cover sheet?

A: In most cases, the answer is yes. It is considered proper fax etiquette to include a cover sheet with each fax. An exception to this rule is if your recipient has specifically said not to send one. The fax cover sheet will provide the recipient with important information, such as if a specific individual needs to receive the fax, how many pages they should have, and how to get in touch with you (the sender) if they have any questions or need more information. **It is free to send this cover sheet.**

Q: How long does faxing take?

A: Many factors influence the amount of time that it takes to receive a notice that your fax has been successfully transmitted, such as the number of pages you are transmitting, and what is happening with the recipient's fax machine. **Fax machines are not multi-tasking and faxing is not instantaneous.** Your data is being transmitted over a phone line (similar to connecting to the internet with a modem). Fax machines in general can only handle about one task at a time, which means if the recipient's fax machine is sending an outgoing fax, or receiving another fax, your fax will be put in queue and transmitted when the fax machine has completed its other task(s). It is normal to receive a busy-signal from a very busy fax machine, such as those located in hospitals, mortgage companies, insurance companies, federal offices, and banks. If your recipient does not have a dedicated fax line and they are using the phone when you are trying to fax, your fax will not go through while the phone is in use.

Q: How do I know that the fax has been received?

A: We will receive an automated confirmation from our system that your fax has been successfully transmitted. We will print out a confirmation for you if you would like it. This confirmation sheet will let you know the date and time your fax was sent, the number of pages sent, and the number they were sent to. It is important to keep in mind that fax confirmations is an automated process. The recipient's fax machine sends our system a confirmation that their machine has received the data. It does not mean that the fax has made it to your recipient, only that their machine has confirmed its receipt. **The only sure way to know that your fax was received by your recipient is to talk to your recipient.** It is a good idea and good fax etiquette to call your recipient shortly after you have received confirmation that the fax has been submitted to make sure that the recipient receives their fax. In some offices there is a communal fax machine, and your printed fax may not make it to your recipient right away, they might need to go and pick it up off the fax machine. **We strongly advise that you call the fax recipient to ensure they have received your fax!**