

# Updates to our PHOTOCOPY PRICING

We're making some changes to ensure a fairer and more flexible pricing model for all our valued customers:

## Lower Printing Costs!

Enjoy a **10-20% reduction** in standard colour printing prices.

## Better Volume Discounts!

Minimum of **30% volume discount** on all **black & white** printing over **50 units**

## Simple File Handling Fee!

To keep our services running smoothly, a **\$1 charge per file** will be introduced. Any additional files over **5 files** will be charged as **\$0.25 per file**.

These improvements ensure greater affordability for high-volume printing while maintaining quality service for all. The changes will take effect on

**Monday July 7, 2025.**

We appreciate your support and look forward to helping you get the small stuff right!

## FAQ – Counter File Handling Fee

### 1. What is the counter file handling fee?

The counter file handling fee covers the administrative and processing costs associated with managing your submitted files and processing your order to allow us to maintain the high level of service provided by our Copy Centre Specialists.

### 2. How much is the file handling fee?

The fee is based on the number of files you submit:

- 1 to 5 files: \$1.00 per file
- Each file over 5: \$0.25 per file

Examples:

- Submitting 3 files =  $3 \times \$1.00 = \$3.00$
- Submitting 6 files =  $5 \times \$1.00 + 1 \times \$0.25 = \$5.25$
- Submitting 10 files =  $5 \times \$1.00 + 5 \times \$0.25 = \$6.25$

### 3. Why is there a fee?

Keeping the price of printing affordable for customers is important to us and we want to maintain the high level of service currently provided by our Copy Centre Specialists. This fee helps offset the time and resources required to handle, organize and process each file to ensure accuracy and efficiency of printing. It has enabled us to offer even more value when printing in colour with up to a 33% discount on base price vs the old pricing model, or printing volume in black & white with at least a 30% discount in price per unit over 50 units.

### 4. Is there a maximum fee?

There is no maximum fee; charges are based solely on the total number of files submitted. We recommend combining files where the same outcome is desired (i.e same paper, same size) to reduce the fee applied.

### 5. What files does the file handling fee apply to?

This fee is applicable to sizes A3, A4 and A5, and will apply to the following:

- Per individual file being printed.
- Per digitally scanned file.
- Per document being photocopied.

## FAQ – Counter File Handling Fee..cont

### 6. Are JPEG files considered individual files?

For JPEG files, if we can process them all at once, a single handling fee will apply. However, if individual files require manual adjustments, a per-file fee will be charged to account for the extra work involved.

### 7. Can I combine my files to reduce the fee?

Yes! We recommend using Adobe Acrobat or free online merging tools to consolidate your files into one. Our team can process this for you for an additional \$3 charge, please ask for more information. This is especially beneficial if you want all files printed the same.

### 8. When does the reduced rate apply?

For all files submitted over 5 the reduced rate of \$0.25 per file will apply.

### 9. How do I pay the file handling fee?

This will be included in the cost of the final transaction as a separate line item of the receipt.

### 10. What if I don't want to pay the fee?

We understand it's a big change, but the introduction of this fee has enabled us to reduce many prices across our printing service so that a significant proportion of customers will end up paying less for the same printing vs the old model.

We do have alternative options where the fee is not applied:

- Using our self-serve print kiosks which do not incur the fee but also offer a lower price per print than the counter.
- Using our WS Print website ([wsprint.co.nz](http://wsprint.co.nz)) to place a click & collect order with a 24-hour turnaround for most services.