



## **FREQUENTLY ASKED QUESTIONS**

### **What is your minimum order?**

Our minimum order is 24 like pieces.

### **What are the set up fees?**

We don't have any hidden fees and don't charge separately for setting up your job.

### **Why can't I process my payment online?**

Payments are not processed until all consultations are finalized. You will receive an invoice after you approve your design and order.

### **What does the Consultation cover?**

During your consultation, we will discuss your pending order, expectations, and needs.

### **What is your standard turn time?**

Our standard turn time is 5-7 business days.

### **Do you offer rush service?**

Yes, we offer rush service but we do charge for it. The addition charge will vary based upon the order.

**What files do you accept?**

We prefer 300dpi Vector, Png or Tiff Files. Remember poor art in = Poor art out. So if you want a crisp print submit cleaned up files.

**Will I get a proof?**

Yes, we will send you a digital mockup of your design so you can approve placement and color. Once approved we will begin production based on that mock up. There is a \$50 charge for physical proof as well as any additional charges that may apply if the client needs to change something on their end.

**When will my order be ready and how will I know?**

Please communicate your deadlines with our staff and we will do our best to accommodate your needs. We will call & email when your order is ready. If we are shipping your order, we will email you the tracking numbers when we make the label(s).

**NOTE: If you have any questions not covered above, please contact our staff or prepare your questions for your One-on-One Consultation.**