



Frequently Asked Questions

1. Your artwork should be saved at **300 dpi resolution** and **CMYK mode** before you send them to us for printing. RGB files are not recommended to be printed on professional four-color presses. Not every RGB color has a CMYK equivalent and the result could be more than just subtle color shifts.
2. For a successful preview, please remember to **“rasterize” your font layers** and check which file formats can render a preview.
3. For standard products, your artwork must have a **bleed (0.125” past final document size per side)** around the entire design which is required for cutting. For Booklet products, your artwork must have a bleed of 0.25”.

Which file formats can be uploaded?

High-Res Acrobat Portable Document Format (PDF) - recommended
Encapsulated PostScript (EPS)
JPG Image Format (JPG)
Tagged Image File Format (TIF)
Adobe Photoshop Image
Adobe Illustrator Artwork
QuarkXPress - collect for output
Adobe InDesign - package

Please contact us for sending options if you have something different from above.

What if my image is not 300 dpi?

We recommend that all images and artwork be at least 300 dpi. Once your file has been uploaded, our experts will examine it to make sure that it's the proper resolution, which depends on the pixel width and height, and contact you if there are any problems with your file. Please note that images which start off as 300 dpi and are reduced will have a higher resolution and images which are 300 dpi and are enlarged will have a lower resolution. We don't recommend enlarging images over 30%.

What is Bleed?

Printers cannot print right to the edge of a sheet of paper. To create that effect, the printer must use a sheet which is larger than the document size. For standard products, artwork must have a **Bleed (0.125” past final document size per side)** around the entire design which is required for cutting. For Booklet products, your artwork must have Bleed of 0.25” per side. Text should not cross over the bleed mark.

Shipping Method

We ship orders via UPS. Orders may take 1 to 5 business days to get to you depending on your location. When your order ships you may request the tracking number via email. Customers may pick up at our Warsaw plant to save any shipping charges. Please call us at 574-267-7591 with any questions.

Return Policy

We make sure that your order is printed to specifications and is of excellent quality our customers have come to expect. However, printing is not a perfect science and in the rare occurrence that you receive a defective order, we will promptly investigate and reprint if we are in error. If you receive an order that you think is incorrect notify us by email or call 574-267-7591 within 3 business days of receiving your items. Our helpful Customer Service Representative will take the details of your order and provide a resolution to the problem. We reserve the right to request 100% of the item be returned to us prior to reprinting.