

FAQS

1) How can I place an order?

First off understand that we will do everything possible to assist you in placing an order but there are basic things you can have ready to help us to assist you. Try to come to us with an idea of what you want, a budget and/or a desired quantity.

Almost everything we do is custom with your brand imaging in mind so we believe personal contact is the best way to communicate. When you call, a product specialist will guide you through the process. Our hands on approach ensure you get what you want, when you want and the value you seek.

2) What files do we need for artwork?

Almost all art is needed to be in a vector format; ai, eps or cdr files are accepted. If you are unable to have those formats we are able to have them done on your behalf. Some charges would apply.

3) How will I know what I'm getting?

Once an order is placed, an electronic art proof is provided for you before actual production starts. We do not proceed until you have reviewed the proof and approve it for production.

4) How long does an order take?

Generally there is a 2 to 3 week turn around once the art approval has been received by the supplier.

5) Do you have a catalogue?

Actually we have hundreds. That is why we have provided the product search engine on this site and why our real specialty is using our resources to save yours. By means of personal communication we are happy to put together ideas and quotes then send them you directly, based on your needs and budget.

6) What about deliveries & freight?

All freight is charged at cost. Normally items come to us and we deliver them to you personally. On occasions, when required, we can arrange for a drop shipment. It's really a matter of what's most convenient for you as our customer.