



Frequently Asked Questions

Have you ever had a question on large format printing, vehicle graphics, banners, full color car magnets or other large format printing and either didn't know where to find the answer or were too afraid to ask? If so, you've come to the right place.

As the name would suggest, this section is a compilation of answers to the questions our clients commonly ask. Just start by following one of the links below.

If you think of question that is not on this list, please click on "Ask a Question" and let us know what you're thinking. If enough people ask the same question, we'll post the answer in this section for future visitors.

1. How do you print the graphics?
2. How long does it take to complete my order?
3. What kind of Media and Paper do you print on?
4. Do I need to expand my files to match the printing size I will request?
5. Why do I need to look at a proof if I've already given you everything I need to have done?
6. Do I still need to approve a proof if I bring my work in on disk?
7. What file formats do you accept?
8. Can I upload or e-mail my files to you?
9. How do I go about getting an estimate from you?
10. What is your refund policy?

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1. How do you print the graphics?

Our HP Designjet 5500 printers use six ink colors with UV quality. This compares with three dye colors for silver halide (standard photographic paper), and four for most high-quality offset color printing. Its resolution is 600 x 1200 dpi. Its ink layering technology provides the effect of even higher resolution.

The lifetime of these prints, in bright indoor lighting, is about 10-25 years. This compares with 5 years for stabilized silver halide prints (most rapid turnaround photofinishers), and 20 years for washed silver halide prints (commercial photofinishers). If, for any reason, you are unhappy with a print, you may ask to have it reprinted, once, obtain a credit to your account, or get a cash refund.

2. How long does it take to complete my order?

There really isn't a short answer to this question. We go to great lengths to meet your most stringent demands. We generally ship digital poster jobs and short run digital printing within 2-3 days from it's receipt (files and order form). If a faster turnaround is needed, please call ahead and let us know. We try our best to turn jobs around as fast as possible without charging a rush charge when possible, but 24 hour & 48 hour turnaround jobs may be subject to a surcharge. Please call for more information on rush orders.



3. What kind of Media and Paper do you print on?

Focusing on new products and developments in the industry is one of our main priorities. New and exciting papers and media are always coming out and we stay on top of it. Currently, we stock:

Polyester Fabric: Coated polyester for indoor/outdoor applications. It is ideal for indoor applications such as banners, curtains, flags, table drapes and window displays.

FlagTex: FlagTex is a knitted, rip-proof outdoor-textile made of 100% polyester. It's designed for outdoor applications using pigmented inks. It's outdoor durable for up to 3 months with no finishing. **APPLICATIONS:** Banners, Flags, Signs, Trade show displays, Window displays, and Curtains.

Polypropylene: The next generation banner material, a banner material that will set a new standard for image quality. This product exhibits exceptional water-resistance and brilliant color vibrancy. Use Water-Resistant Polypropylene to create spectacular, high impact graphics that will stand up to the test of time.

Opaque Scrim Vinyl: Scrim Banner is 15mil, matte opaque PVC banner material, and consists of a tear-resistant polyester fabric embedded between two white vinyl layers. It's also ideal for indoor and outdoor applications, thanks to a special ink-receptive coating that makes the media water-resistant while still allowing it to produce brilliant colors and edge definition. Images are brilliant and well-saturated making this media ideal for banners and signage for indoor and outdoor advertising.

Basic Coated Paper: Coated Paper is perfect for color-accurate everyday prints, working comps and design proofs. This premium bright white paper offers excellent handleability enabling technical professionals to roll or stack time-sensitive documents.

Gloss Photo Paper: The 10 Mil Photo Paper answers the request for a bright white textured paper that's scratch-resistant. This paper provides a traditional surface finish, which gives your photographs the subdued elegance they deserve. This is the perfect paper for portraits and wedding photographs.

Satin Studio Canvas: Satin Canvas represents the latest in microporous coating technology applied to an artist canvas designed for the professional. This 19-mil, woven, cotton fabric is ideal for fine art reproductions that will be stretched and mounted. The coating is water-resistant, and highly resistant to cracking. This product is for indoor use only.

Adhesive Vinyl: Used primarily on vehicles and for wall murals. Great for outdoors or indoors, vibrant color, waterproof, can be adhered to most clean surfaces.

Window View-Through Film: Used primarily on vehicle and storefront windows. Viewed from outside the image appears. When viewed from inside out, window looks tinted. Great for promotions and dressing up storefronts.



4. Do I need to expand my files to match the printing size I will request?

If your file does not contain line art, then probably not. When we print your file, our equipment will automatically expand it via pixel interpolation to be 300 pixels per inch. If you do that yourself, you increase the file size needlessly, and lengthen the upload time. For more information: See "File Preparation"

5. Why do I need to look at a proof if I've already given you everything I need to have done?

Your approval on the final proof is assurance that you have looked over every aspect of our work and approve it as accurate. It benefits everyone if errors are caught in the proofing process rather than after the job is completed and delivered.

6. Do I still need to approve a proof if I bring my work in on disk?

It may seem like a proof wouldn't be needed in this case but it really is. Output devices process digital information using a variety of processing languages.

7. What file formats do you accept?

JPG, TIF, GIF, PNG, BMP, PSD, and PDF. JPEG (JPG) is almost always the best choice for photo files.

GIF is usually the best choice for just graphics. For larger projects, PSD (photoshop) and TIF are the best files. JPG usually works best for a combination of text and graphics.

If in doubt, send us the file and we will examine the files and let you know if we have any issues.

8. Can I upload or e-mail my files to you?

Yes, this is the fastest and preferred method of getting your files to us. As you complete your online order, email us the file. Because graphic files can often be large in size, we recommend you zip your files; you may want to send your files to us on CD-R.

9. How do I go about getting an estimate from you?

Well, since you are here, we would suggest you use our online estimate request form. Otherwise, the best way to ensure that we get all the information necessary to do an accurate quote, give us a call and talk with one of our customer service representatives.

10. What is your refund policy?

All of our orders are custom printed specifically for you from your files. Therefore, there are no refunds on orders unless a print is damaged during shipment.

If for any reason a print does not live up to your expectations, please contact us so that we can re-print it to your liking within 30 days; exchange or reprint only.