

HELPFUL HINTS

What options should I choose when creating my PDF?

1. All objects within the PDF to be CMYK colour space.
2. Acrobat 1.3 compatible.
3. 3mm bleed with crop marks.
4. All fonts embedded.

Do I have to supply my job with bleed?

We will always advise you to supply your document with bleed where possible. If you supply a file with no bleed then we will trim 1mm in from each edge of your job. Please ensure that you allow 3mm of bleed when creating your PDF.

Will I get a proof of my job?

We do not have the facility in place to supply proofs. However you can see a finished printed proof by ordering just one or two copies of your job. We would recommend for all high value orders.

Can you Colour match a sample I have?

Yes. We can attempt to match colours if a suitable swatch is supplied. Please call 0800 840 1430 to discuss this facility.

Can I batch files within my pdf?

If you have multiple types of the same document, e.g. Business Cards where you have 5 names and want 250 of each, then these must be treated as 5 separate items in your cart.

Are there any things I should avoid when designing for Digital Print?

Please avoid using thin borders when creating your design.

The Indigo can and does have a little movement as the paper travels through the press.

Please be aware that your border may not be consistent throughout the finished product.

Please avoid using very thin fonts when creating your design.

Please be aware that if you wish to use lightweight fonts, or use small text which are to be printed out of tints of CMYK rather than 100% black, this may cause misregistration & legibility problems.

Please limit the ink coverage to 240% (total of CMYK at any one point).

Values higher than this may result in picking and make the finished product prone to scratching. A laminate is always advisable when printing designs that will use a lot of coverage.

Are your letterheads laser guaranteed?

Yes, however some letterheads printed on the Indigo press occasionally exhibit a problem of ghosting. This is where the heat of the laser drum causes the Indigo ink to lift off the paper and deposit it onto the paper in a repeated fashion. If you have any concerns about this please ask for some test samples to be sent to you.

Can I cancel my order?

You can cancel your order, but this must be done within 3 hours of placing your order. Express jobs must be cancelled within 1 hour and cannot be cancelled after 10am on the date of despatch.

I have a query on my order, what number do I call?

Call the helpdesk on 0800 840 1430. Please make sure that you have the order number to hand when making your call. This will be the first piece of information that we will ask for.

How long will my order take to arrive?

We typically deliver within 3-5 days of the order being placed but this can depend on what delivery option you choose and where you live. Not all delivery options are available in all areas of the UK.

Can I track my order?

You can track your order through the printing process by logging in to your account and having a look at your dashboard. You will be able to see all your open orders here and check their status.

My order isn't what I expected to get. What do I do?

Give us a call on 0800 840 1430 and we will see what we can do to help. If it is something we can fix, we will.

How much does delivery cost?

Generally we charge £7.65 for products that weigh up to 8kg in total and 30p per kg thereafter.

Can I track my delivery?

Yes. Once we have dispatched your order, we will send you an email to confirm a delivery date and to give you a link to where you can track your package on our delivery partner's website.

Can I pay extra for Express delivery?

Yes. You can choose this option when you place your order. Express delivery is typically 50% of the total job.

Can I have my printed items sent to me on a Saturday?

We generally only send out packages to arrive on Mondays to Fridays. However if you do require a Saturday delivery, please call us on 0800 840 1430 and we will see if this will be possible for your order.

How do I pay for my items?

When you register with us, we will set you up your own account. All products you order can be purchased on this and then at the end of each week, we will send you an invoice.

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