

FAQ

What forms of payment do you accept?

We accept all major credit cards including American Express, Discover, Visa, Mastercard, and business and school/organization checks. We do not accept personal checks and ask that all orders \$10 or under be paid by cash. Now accepting Venmo payments!

What are your payment terms?

Most orders require a deposit of at least 50% of the total in order to proceed. We may ask for pre-payment or a larger deposit depending on the order total and turnaround time, but you will be notified of this. Your remaining balance is due upon pickup/delivery.

Do you offer delivery?

We offer delivery to much of the greater Los Angeles, Inland Empire, and Orange County areas. Delivery does depend on our daily schedule and availability, but we will be glad to discuss this with you.

Do you provide proofs?

Yes! We are happy to provide printed proofs free of charge. Digital proofs or mockups for apparel projects or graphic design services are provided after a deposit is received.

What is your turnaround time?

Turnaround time varies from job to job. If you have an exact deadline or in-hand date, we will be happy to work with you on it.

Do you offer copying services?

We are not able to make copies while you wait.

What file types do you accept?

We ask that all files ready for print be in PDF format

Please note, we do not accept:

Microsoft Word (.doc or .docx)

Microsoft Excel (.xls)

Microsoft Publisher (.pub)

Quark (.qxd)

Please have all of these files converted to PDF.