

FREQUENTLY ASKED QUESTIONS

What does “Print-Ready” mean?

“Print-ready” means the following: the customer has created the document at the appropriate image and file sizes, and all supporting fonts and files have been included in the upload.

Why do you have Style Attribute Restrictions?

Not all outputting devices accept program-applied style attributes. It is always best to apply bold, italics and outlines by using the bold, italic, or outlined version of the font. Although the fonts that have style attributes applied may print to your outputting device, ClarkCards will not guarantee that they will print to our outputting devices. ClarkCards assumes no responsibility for printing problems that arise from the use of style attributes.

What are Production Days?

Your order is placed the same day it arrives. The FOLLOWING business day is considered DAY 1 of production. Production days are Monday through Friday, excluding major holidays. Weekends, holidays, and proof-out time are not included in the production schedule. Shipping time is not included in the production schedule.

How do I Upload a project to you?

Compress your folder, photo, or other file using StuffIt for Macintosh and Windows-compatible computers (available at www.allume.com).

Through your web browser, go to your private web folder address.

Go to the area “upload file: browse” and find your compressed folder, photo, or file.

Select the “upload” button

Fax paper copies and your purchase order form to your representative to initiate the order.

Are Web Proofs Accurate?

Your web proof may not have the color you expected to see, because monitors are adjusted to suit the user. Web proofs should be used as position proofs only. To accurately proof color, please request a color proof to be shipped to you.