

Frequently Asked Design & Labeling Questions

What Is The Turn-Around Time for Design & Printing?

The turn-around for design varies based on the scope of the project and is estimated after the Project Consultation. Unless unusually complicated, the design time is usually around 1-2 weeks. We are constantly working to improve our print times but we usually estimate 2-3 weeks. Add another week if we are doing the label application.

What File Types Do You Accept?

To ensure smooth processing and optimal print quality, we kindly request that customers provide their own artwork in a high-resolution PDF specifically optimized for printing purposes. If you are uncertain about creating this file format, please don't hesitate to reach out to us for guidance. If you anticipate any modifications or would like us to handle the file setup for printing, we prefer receiving native InDesign files, Illustrator .EPSs, or Illustrator .Ai files. It is crucial to include all linked images with the file to enable proper processing. Additionally, kindly provide the fonts used in the artwork.

I Have an Existing Label but I No Longer Have the Digital Files That Created It. What Do I Do Now?

Regrettably, we are unable to scan, copy, or photograph existing labels. Nevertheless, rest assured that our team of highly talented artists possess the ability to closely recreate existing artwork. Their expertise allows them to produce remarkably accurate replications. We also offer the services to design a brand-new label exclusively tailored to your requirements. We invite you to leverage our expertise and creativity in crafting a sophisticated and distinctive label design that will elevate your product's presence in the market.

Is There a Limit to the Types of Labels You Can Print?

We have the capability to print labels in various sizes and shapes, offering you flexibility in your branding and packaging needs. While we can apply a full wrap around on paint cans, it's important to note that this is not possible for clear paint cans due to their specific design. However, we can still print a full wrap around label for any other type of container, giving you the option to apply it yourself and achieve a seamless and professional look.

What Are Your Image Guidelines?

- Files must be CMYK
- Files must be imported at 100%
- Files must be at least 300dpi at actual size

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Can I Submit Photoshop Files?

Photoshop is primarily a raster-based program, not suitable for page layout. Unlike vector-based applications, Photoshop's resolution is limited and user-dependent. Although it has some vector capabilities, they are lost when the file is flattened. To accommodate edits and preserve vector elements, please submit a layered PSD file. Also, include proper bleed in your Photoshop layout for accurate printing.

Can I Rush My Order?

We will always do our best to accommodate your timelines, however, with respect to all of our customers requests we can not directly rush any one order.

What If I Don't Like the Design? Do I Get My Deposit Back?

Our goal is to collaborate with you until we achieve a successful design outcome. We are committed to providing our best efforts and ensuring your satisfaction throughout the design process. However, in the unlikely event that we are unable to meet your expectations, please note that the deposit is non-refundable.

Do You Provide Design Services Other Than Labeling & Printing on Products?

Our dedicated design team is fully equipped to handle all your creative needs. Rest assured, we approach every project with the utmost care, treating your brand as if it were our own. Your satisfaction is our top priority, and we are committed to delivering exceptional results that align with your vision and goals.

I Have Several Versions of the Same Size Label. Should I Print Them All at Once?

To save costs, print labels in larger quantities as primary expenses are for paper and set-up, and additional costs during printing are minimal. Per-piece cost decreases significantly with higher quantities. If ordering 1,000 labels, we assume they are identical and provide a quote based on that. For different label versions, each set is called a "lot." If you have multiple lots, like 4 lots of 250 labels, please inform us beforehand to adjust the printing price.