

# GRADUATION ORDER FAQ'S

## HOW LONG WILL MY ORDER TAKE?

- Standard turnaround of 7-10 business days starts from the time the Ad Team receives the order.  
**BUSINESS DAY:** Monday through Friday, 8am-5pm, not including holidays or weekends (Sat./Sun.).

## WHAT IF I NEED MY ORDER ASAP?

- A minimal fee of \$25 may be added per order as a “rush charge”.
- Rush Turnaround: 2 full business days.

### RUSH DEADLINES:

Order received by Ad Team BEFORE NOON: As early as 5pm the next business day.

Order received by Ad Team AFTER NOON: As early as 5pm the next business day, but no later than 5pm the following business day.

\*Rush orders placed over the weekend will be expedited by the Ad Team upon receiving the order.

\*Large or unusual orders may take up to 48 hours for completion.

## CAN I GET A PROOF or CAN I SEE A SAMPLE BEFORE MY ORDER IS PRINTED?

- NO - Unfortunately, we do not send or print proofs, in order to expedite all orders in a timely manner.

## CAN I TALK TO / CALL / EMAIL THE DESIGNERS DIRECTLY?

- NO - please contact us via email at [orders@craftingisfun.com](mailto:orders@craftingisfun.com)

## CAN I WRITE OTHER STUFF BESIDES GRAD AND SCHOOL NAME?

- YES - Content can be substituted, however, we insert all content as written (verbatim).  
(Confirm all information and spelling)

## CAN I PROVIDE MY OWN COLOR CODE?

- YES - However we cannot guarantee the result of the printed product. We recommend using the Color Samples chart provided, as the printed results are shown on the order form.

## CAN I PROVIDE MY OWN IMAGE FOR YOU GUYS TO PRINT?

- YES - File must be single layer high resolution (300 dpi) PDF.

The image must be save at actual (100%) size:

**FAN:** 8.5 in. H x 11 in. W • **POSTER:** 30 in. H x 20 in. W • **Banner:** 24 in. H x 48 in. W

Fan orders: the image may be resized to fit fan template.

## WHAT IF MY PHOTO DOESN'T MEET THE REQUIREMENTS?

- Check requirements and submit replacement photo(s) if available.
- If no other photo is available, the Ad Team will do their best to use the photo provided.

## CAN YOU MAKE A CUSTOM DESIGN FOR ME?

- NO - not at this time, maybe in the future.

## WHAT IF I DON'T KNOW THE SCHOOL COLORS?

- If the school name is provided, we will default to using that school's colors if no colors are selected on the order form.

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## **CAN I CHOOSE COLORS OTHER THAN SCHOOL COLORS?**

- YES - Indicate desired colors on order form using the Color Samples chart.

## **WHAT IF THE NAME IS WRITTEN INCORRECTLY?**

- We are not responsible for information misspelled on the order form. We copy the information as written (verbatim) on the order form. Customer will have to place another order.

## **WHEN CAN I PICK UP MY ORDER?**

- An associate from your selected store location will contact you upon receiving your completed order.

**Minimum size 5 in. x 7 in. photo.**  
Smaller photos may also be accepted,  
but we cannot guarantee the outcome.

**Digital Photo Files:**  
high resolution images  
(file size recommended 7mb or higher)

**5 in. x 7 in.**

**Size Reference**