

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.

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*

VERTICAL POSTER: 30 in. H x 20 in. W • **HORIZONTAL POSTER:** 30 in. W x 20 in. H

BANNER: 24 in. H x 48 in. W • **SLIM BANNER:** 12 in. H x 36 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.

CAN I USE PHOTOS I TOOK WITH MY PHONE?

- **YES - HOWEVER**, not all phone photos are of the best quality. Zoom in the photo on your phone. Does the image look blurred or unclear? If yes, then you may want to select another photo. Older phones do not produce quality images.

We can use the photo BUT, please remember we do not send drafts prior to printing. If we feel the outcome is extremely bad, then we may contact the store for another photo. But if the photo is "OK" then we may print as-is.

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 - Landscape orientation

Please turn 90 degrees for Portrait orientation