

# Digital Printing – Frequently Asked Questions

## 1. What is digital printing?

Digital printing is a modern method of printing where digital files are sent directly to a printer, without the need for printing plates. It's ideal for short runs, fast turnaround, and full-color prints.

## 2. What can you print digitally?

We can digitally print a wide variety of items, including:

- Business cards
- Flyers & brochures
- Posters
- Labels & stickers
- Invitations
- Booklets
- Signage (small format)
- Custom prints on demand

## 3. What's the difference between digital and offset printing?

- **Digital printing** is faster, cost-effective for small runs, and great for personalized jobs.
- **Offset printing** is better suited for large print runs and consistent color matching.

## 4. What file types do you accept for digital printing?

Preferred file formats include:

- **PDF** (print-ready)
- **AI / EPS / SVG** (vector files)
- **High-resolution JPEG or PNG**

Files should be in **CMYK color mode**, at **300 dpi resolution**, with fonts outlined. Bleed and trim settings should also be included where applicable.

## 5. Do you offer design services?

Yes, we offer professional graphic design services if you need help creating or adjusting your artwork. Design services are quoted separately based on your needs.

## 6. Is there a minimum order quantity?

No minimums! We accept orders as small as a single copy. However, bulk quantities often offer better per-unit pricing.

## 7. How long does digital printing take?

Our typical turnaround time is **1–3 working days** depending on the size and complexity of the job. Rush or same-day jobs may be possible – please ask.

## 8. Can I see a proof before you print?

Yes! We offer both **digital** and **physical proofs** upon request. This helps ensure you are happy with layout, color, and formatting before production.

**Note: Physical proofs may incur an additional cost depending on the job.**

## 9. What is a “print-ready” file?

A print-ready file is properly formatted and ready to go straight to print. It should include:

- Correct sizing and 3mm bleed
- CMYK color format
- 300 dpi resolution
- Outlined fonts
- No crop marks unless specified

We can assist with adjusting files to be print-ready if needed (see setup fees).

## 10. What kind of paper or material options do you offer?

We offer a wide selection of materials, including:

- Gloss, matte, or silk-coated paper
- Uncoated premium stock
- Cardstock (200–400gsm)
- Stickers, labels, and vinyl
- Special finishes such as lamination, foiling, and spot UV (by request)

## 11. Do you deliver?

Yes. We offer local delivery and nationwide courier options. You can also collect from our studio during business hours.

## 12. Why do I need to pay before printing?

All jobs are custom-made and not resellable, so full payment is required upfront. This helps us ensure efficient workflow and priority processing of your order.

## 13. Can I reprint an old order?

Yes! We store your files for a limited period, making reorders quick and easy.

**If a setup fee was already paid and no changes are made, no additional setup fee will be charged.**

If changes or new adjustments are required, a new setup charge may apply.

## 14. Will there be a setup fee if my artwork isn't print-ready?

Yes. If your file is not print-ready, we charge a **setup fee** to prepare it. This includes tasks such as:

- Adjusting size and bleed
- Converting colors to CMYK
- Ensuring correct resolution
- Aligning and formatting for clean output

We'll notify you in advance if setup is required, and we'll never charge without your approval.

