

FREQUENTLY ASKED QUESTIONS

QUESTION: How much will my project cost?

Paper, color, quantity and turnaround time are all factors determining the cost of a project. When requesting a price, be sure to include all aspects of your project for an accurate estimate.

QUESTION: How long will it take to return my estimate?

Estimates are handled in the order they are received. It usually takes 3 hours to get a reply during normal business hours. If your project requires specialized process, it may take longer to receive your quote, but you will receive a phone call advising you of when to expect your quote. Estimates must be approved prior to receiving a proof.

QUESTION: When is my job going to be ready?

Proofing generally takes 24-48 hours. If you have a specific due date, please advise customer service at the time you place the order. We will do our best to ensure we meet your deadline. Additional rush fees may apply.

Once you have approved your order, production can begin. There are many factors that determine how long a product will take to produce. Most business cards are completed in 1-2 working days. Postcards and brochures can take 3-5 working days.

QUESTION: Can I cancel job after I have approved?

Of course we hope you will never cancel a job, but we understand things happen beyond your control. If you must cancel a job, you will be charged for any typesetting, plate charges or paper charges already used during the process of your project.

Keep in mind, even if you cancel a job during the proofing phase, you will incur typesetting fees to cover the time our graphic designers have spent on preparing your job.

QUESTION: Can you fix/ make adjustments to artwork?

Absolutely! Our graphic designers are familiar with a variety of programs and will work with your files to produce the layout you want. Keep in mind, some programs have more difficulties in making changes, but you will be made aware of any challenges. Remember, our design team can create your project from scratch too!

QUESTION: Do you keep my artwork on file?

It's so easy to make a repeat order with Page's Printing. We keep your art on file, no proof required for exact repeats. If it has been a long time since you last ordered a project, we will send a proof to ensure no information needs to be updated.

QUESTION: Will you deliver my job?

Yes we can! Free delivery within Loop 1604 for all jobs over \$50.00. (some exceptions apply but you will be made aware with your estimate). Shipping is done with FedEx or we may deliver your project via our courier service. Please make sure we have your updated address information.