# Condé Print Services FAQs

**Q: Do I need artwork to get a quote?**
**A:** No. You do not need ready artwork in order to receive a quote. Print prices are calculated by square foot. Just be sure to specify the exact dimensions of the print(s) so we can give you an accurate price. There are also flat rate prices for many products (such as Floor Mats and ChromaLuxe Panels). Call your sales rep for more.

**Q: Do I need to fill out all the fields on the Quote Request form? What if I don't have all the information?**
**A:** You must fill out every field on the Quote Request form. If you do not have some of the information, such as a filename if you don't have artwork, simply put "none," "none yet" or "n/a."

**Q: What is the preferred resolution and file format for artwork?**
**A:** Our preferred file formats are JPG and TIF in RGB color space. The minimum recommended resolution for sublimation is 200-300PPI at print size for hard substrates and 150-200PPI at print size for soft substrates.

**Q: How do I check/change the resolution of my image?**
**A:** In Photoshop, go to Image -> Image size. This will tell you the current size and resolution. You can make small changes from here. However, if your image requires more enhancement than Photoshop can adequately provide, programs such as Perfect Resize may be needed to enhance the image to an acceptable size and resolution. Please ask your Condé sales rep for more info on this program.

**Q: Do I have to submit an RFQ every time I want to upload artwork?**
**A:** No. If you already know what your price will be you can go directly to the server via this link:  http://www.conde.com/upload.php File size is limited to 12MB. If the file is larger or you get an error message, see below. No work can begin on your request until the order is invoiced. So, you still have to place your order with your sales rep.

**Q: The server did not give me a confirmation message that my artwork uploaded. Do I need to try again?**
**A:** If you do not receive a confirmation message, it is not likely that your artwork uploaded OR it is still in the process of uploading. The most common reason there is a problem with an upload is that the file size is too large. If the file is large, please use one of these free file upload services:  www.dropbox.com or www.wetransfer.com  Simply set up an account and utilize the free service. Send the notice it generates to the attention of printservices@conde.com.
No work can begin on your request until the order is invoiced. So, you still have to place your order with your sales rep.

**Q: Does my quote include the cost of the blank substrate and shipping?**

**A:** Generally no. It will be clear in the quote. Custom quotes usually only include the cost of printing, transferring and other fees. Please contact your sales rep for details on substrate and shipping costs.

**Q: Do you accept Adobe Illustrator .AI files or Adobe PhotoShop .PSD files or CorelDRAW .CDR files?**
**A:** No. Please save them as a JPG at the recommended resolution.

**Q: What is Variable Data Printing and what is a .CSV file?**
**A:** Variable Data Printing allows us to add changing information to a standard image such as when printing business cards, name badges or a sports jersey. It requires less time for the designer when preparing the art for printing. You can personalize each item with a name or special graphic. The first line of your database should contain the names of the fields.
Please provide the variable data in a .CSV file created in a Microsoft Excel spreadsheet. Enter your data in an Excel spreadsheet and "save as type" a <u>CSV (MS-DOS) (*.csv)</u> file format.

Example of what a .csv file will look like for Name Badges with 4 fields:

| First Name | Last Name | Title | Company |
|---|---|---|---|
| Edward | Teach | Captain | Queen Anne's Revenge |
| Shelby | Burgan | President | Fresh Face Modeling Agency |
| Henry | Morgan | Expediter | Caribbean Privateering Ltd. |
| Debbie | Leigh | Professor | Duke University |

Example of what a .csv file will look like for Name Badges with 3 fields:

| Name | Title | Company |
|---|---|---|
| Edward Teach | Captain | Queen Anne's Revenge |
| Shelby Burgan | President | Fresh Face Modeling Agency |
| Henry Morgan | Expediter | Caribbean Privateering Ltd. |
| Debbie Leigh | Professor | Duke University |

Example of what a .csv file will look like for Jerseys with 2 fields:

| Name | Number |
|---|---|
| Teach | 10 |
| Burgan | 67 |
| Morgan | 91 |
| Leigh | 8 |