

## **Frequently Asked Questions from Office Depot about Signs & Banners**

### **1.) How do I send in artwork?**

If the art is black & white then the best way is to fax it to us.

If you have a color file or a logo that cannot be faxed in then you have three options:

**1 You can e-mail the art file only.** You would send the file to [od@internationalpatterns.com](mailto:od@internationalpatterns.com) THEN fax that layout or artwork with the order form to 1-888-804-4268.

**2 FTP Upload.** Call 1 800-471-6368-ext.1 for site & login. Again, you'll still have to fax that layout or artwork with the order form to 1-888-804-4268.

**3 Mail a CD to:**

International Patterns, Inc.  
50 Inez Drive  
Bay Shore, NY 11706

All order forms MUST come by fax with an attached layout, even if you are e-mailing a file. Please do not e-mail text files. They can be faxed with the order form. We have to retype the text here anyway.

Please make sure you have a copy of the types of art files that we accept in your binder. You can get this list here, <http://www.international-patterns.com/od>, and print it out. See the document: **Custom Art File Formats**

### **2.) Do you have a rush order charge/service?**

We can rush an order for you. We do not have a rush charge. If you need an order rushed you MUST send a separate cover sheet in front of your order stating that this is a rush, when it is needed and your UPS shipper # if we need to expedite the shipping. If you are not sure how fast an order can get back to you please feel free to call me. 1 800-471-6368-ext.1

### **3.) How do I have an order redone?**

To redo an order you would fax in a redo request stating the original control # and note exactly what needs to be changed or why it is being redone. You can also get this form at this link, <http://www.international-patterns.com/od>. See the document: **Re-Do Order Form.**

Redo's are rushed at our expense if it is a "vendor error".

### **4.) I need a quote...**

Please feel free to e-mail in quotes with files attached. The more information that we have, the more accurate the quote will be. You can fax, call or mail them in also. I

will respond ASAP. If you have sent in something and have not received a response please call or e-mail a reminder. It's possible that I did not receive the first request or thought that a response was already sent.

**5.) How do I get a proof?**

With every sign order placed a customer can ask for one free proof. You would get that by marking an "X" in the box in the lower left-hand corner of the order form stating that the customer will return in 2 days to proof their order. You will receive that proof back within 2 business days by fax or e-mail. If you do not see your proof in a timely fashion please let me know and it will be resent ASAP.