

Dear Valued Customer:

This information is a tool to explain the “**Steps for Production**” of your print order.

1. Your final quantity, purchase order (*if applicable*) and estimate are complete, signed and faxed back authorizing us to begin production and material purchases.
2. If you are a new client – we need the following paperwork before we can begin: **Credit Report, Terms and Conditions, Tax Exemption Certificate** (*if applicable*), **Shipping and Billing** addresses. These forms are available on our website at the **Downloadable Forms** link or we can supply you with an original.
3. The job ticket with your Purchase Order Number, Quantity and Delivery / Shipping Instructions are entered in our system for tracking by your Customer Service contact. They will contact you in the event they have any questions about the information provided for the production. Written instructions are greatly appreciated. All materials needed for production are ordered.
4. The electronic files submitted via our FTP site or on CD with a laser proof (*for internal checking to our output*) are reviewed for imposition. An experienced Pre-press professional will preflight your files. This is one of the most critical stages of your job as the best insurance for error free projects is to carefully check the files before they are submitted. All estimates are based on customer provided trouble-free ready for output medium unless stated otherwise on the estimate. Critical items for checking include all fonts (printer and screen) and graphics / photos at the proper resolution with a composite set of color or black and white proofs ran directly from the file or CD submitted for production. Visit our website www.colorimpressions.biz and go to FAQ (Frequently Asked Questions) for information regarding proper file submissions. A PDF of our Pre-Press Mechanical Guidelines is available for download...we highly recommend this reading.
5. After the Pre-flight of your files, concerns or additional file requirements will be conveyed via a Customer Service Representative. Additional charges or alterations to your files must be approved before we can proceed with production. All files without changes will proceed to number 7.
6. After any changes have been made, an internal inspection of your provided laser proofs to the job will be done. You will be sent a laser proof or soft proof (PDF) to confirm it is correct. It is your responsibility to review your proofs and inspect for errors that may have occurred during this process.
7. After approval, you will receive a final proof. A digital (low-resolution) Imposition proof (*two sided*) and a CMYK (high-resolution) Contract proof for all jobs printing in process color. Spot colors will be converted to CMYK for a simulated proof and then reconverted to Pantone colors before output. After review, please sign the proof slip and check the appropriate box for us to proceed. If you require changes, clearly mark them on your proof.
8. When we receive your proofs (*approved*) – we will begin plate output. This process utilizes the same “Rip file” that was used to create your Imposition and Contract proofs. The plates are inspected for imperfections and delivered to the Pressroom.
9. Your job is scheduled at every stage of production. If you have requested a “Press Check” to approve the printing, we typically require less than ten minutes for this process. When the press is scheduled for your approval, excessive waits can be costly and the inks can quickly dry in the fountain creating additional labor – please be prompt.
10. After printing – the job moves to the Bindery department where over twenty different processes for completion may occur.
11. The next step is packaging and boxing. We will accommodate your packing needs as requested, please disclose them in advance with your order. We seldom utilize cartons weighing more than seventy pounds.
12. Delivery and Freight. Deliveries to Wichita and immediate surrounding areas are scheduled at no additional charge. Multiple drops may incur additional charges. Please make sure you have specified specific times or locations at the time the order is placed; otherwise, we will select “Best way”. This gives to our Shipping Department authorization to select the best method to provide the most economical freight based on the size of the shipment. If you require third party freight, please provide your representative the account number in advance for these services.
13. Over-run and under-run quantities will not exceed 10% on purchases up to 10,000 and shall constitute an acceptable delivery. We will invoice for the actual quantity delivered within this tolerance. If the customer requires a “guaranteed” or “no less than” delivery, then it must be disclosed at the time of the estimate.
14. We provide five samples of each print project to the person who placed the order for printing. If you wish to receive a different amount, please let us know at order placement.

We hope you have a pleasant experience with our company. It is our goal is to provide you with a good product, at a fair price, in a reasonable amount of time. It is important to us that if during any of these processes you are not satisfied with us for any reason, you bring it to our attention so we can do everything possible to rectify the situation.

Thank you for your patronage!