

HOW TO ORDER SIGNS & DISPLAYS

Art Craft
DISPLAY, INC.
Event Service Professionals

Call Toll-Free: **800-878-0710** email: **signshop@artcraftdisplay.com**



1. PLACE ORDER

Browse our online catalog for products, prices, materials and options, then email or call us to place your order. We will send you a formal estimate and provide you with any necessary template files (if applicable).



2. BUILD & SUBMIT ART FILES

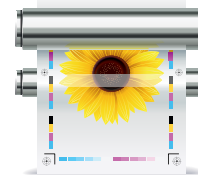
See our art requirements for important information on how to properly set up your art files. Once your files have been built to our specifications (using our templates), upload them to us by pointing your browser to:

<https://www.hightail.com/u/ArtCraftSigns>



3. APPROVE PROOFS

Once you have submitted your files, we will send you a low-res "screenshot" proof for you to review and approve before we begin production. You can expect proofs within 1-2 business days after uploading your art files.



4. PRODUCTION

After proofs have been approved and any required deposit/payment has been made, the order will be moved into our production schedule. Production times vary by product & current workload.

Changes/cancellation not allowed at this point.



5. PICK-UP/SHIPPING

You can pick-up your completed order from our Lansing office or arrange pick up at one of our other Michigan offices (Novi or Grand Rapids). Or we can ship it to you for an additional charge. We also offer local delivery (Lansing area only) for an additional charge.

IF YOU ARE HIRING US TO DESIGN YOUR DISPLAY GRAPHICS:



1. SUBMIT FILES/REQUEST DESIGN SERVICES

Submit all support files such as logos, hi-res photos, copy and design mock-ups using our upload service:

<https://www.hightail.com/u/ArtCraftSigns>

(please place all files in one zip folder before uploading).



2. WORK WITH DESIGNER

Once we receive your support files, one of our designers will contact you to discuss your specific design needs. Initial proofs will normally be sent within 2-4 business days, depending on current workload and the complexity of your design request.



3. APPROVE PROOFS

Once all revisions have been made and we have arrived at a final design, you will approve the proofs and the order will be moved into our production schedule.

See "Design Services" on our Art Requirements page for more information

Turn-Around Times

Standard production time on most items that are produced in-house is 5-7 business days (excluding weekends and holidays) from the time we receive your "Print-Ready" sign layout files. Print-Ready art files must be built to our exact specifications, which can be found on our website. If sign layout services are required, please add another 2-4 business days. Please also allow adequate time for shipping or delivery, if required (see "Shipping Information" on the back cover of our catalog). Other things that may affect turn-around times include: delayed responses to email communication, oversized signs, complex layout or production requirements and any items that may require outsourcing. Returns may be subject to a re-stocking fee.

Payment Policy:

Minimum order amount: \$25. Deposit may be required for orders over \$250.
Payment in full due prior to pick-up/shipment of all orders.
Please remit payment to:

Art Craft Display, Inc.
500 Business Centre Dr.
Lansing, MI 48917

For credit card payments please use the "Pay Online" link found in your final invoice or call 800-878-0710 and ask for the Sign Department (Monday - Friday, 8:00 am - 5:00 pm, EST).

We accept:



Resources:

www.artcraftdisplay.com



Visit our website for set-up videos and instructions. While you're there, sign up for our email newsletter to receive information on new products and specials (newsletters are sent out about once every quarter).

Warranty Information

The products in this catalog are selected from a number of different manufacturers, each with their own warranty policies. Many products carry limited lifetime warranties on the frame/hardware and usually 1 year limited warranties on graphics and other accessories. For warranty information on specific products/models, please contact us.