



POSTER PRINTING FAQ

www.fsdonline.com/posters (214) 742-6635 139 Turtle Creek Blvd.

Send all poster files and requests for information to Posters@fsdonline.com

How long will it take to print my poster?

4 Hours minimum. You must notify us if you require same day printing.

We can produce a proof generally in less than an hour, (usually in 15-20 minutes depending on demand).

If we receive your file by 8:00 AM, your poster will be ready by noon, if we receive it by 12:00 noon, it will be ready by 6:00 pm, Monday through Friday.

When you approve your proof, our technician will give you an estimate of the time required to produce your poster, we will notify you when it is complete.

TIME ESTIMATES ARE CONTINGENT ON RECEIPT OF A "PRINT READY" FILE.

In what file format must my poster be saved?

We print from .PDF Files. We can Convert from .PPT/.PPTX/.AI/ or any adobe program BUT we have had some problems converting .PPT/PPTX files made in MAC OS.

BE SURE TO EMBED YOUR IMAGES!

What if I cannot convert my file to .PDF?

We can convert it for you.

How do I get my file to you to be printed?

E-mail is the easiest. Files under 25 megabytes generally email with no problem.

Larger files can be brought to us on a flash drive or use Drop box or Goggle Drive.

Send ALL poster files and questions to Posters@fsdonline.com

How will I know you have received my file?

We will return an email when we receive your file M-F 9-6. If we receive it after hours, we will notify you at 9:00 AM the next business day.

If you have not received a notice within an hour of sending your file during the above mentioned hours, call (214) 742-6635.

If this is an Emergency Poster Print, see below

Can I get my poster printed after 6:00 PM on a weekend or holiday?

Yes. RUSH charges will apply in addition to your poster charges.

For Emergency Poster Printing only call - (214) 662-8864

RUSH RATES (rush rates are in addition to the cost of the poster or any additional items):

Poster Files Received After 2:00 PM Monday through Friday for Delivery by 6:00 PM the same day or **require less than a 4 hour turnaround** \$100

Poster Files to be Received and/or Picked Up AFTER HOURS (6:00 PM to 9:00 AM) M-TH \$200

Poster Files to be Received and/or Picked Up After 6:00 PM FRIDAY AND BEFORE 9:00 AM MONDAY OR ANY FEDERAL HOLIDAY \$300

What is a Proof and why do I need one?

A proof is a small version of your poster, generally at a scale of approximately 25% of the original. It is produced on the printer and paper on which your poster will be printed. You need a proof to guarantee your poster meets with your approval. We highly recommend your purchase a proof!

We guarantee your poster will look like your PROOF only! We cannot guarantee it will look like your monitor or your printer.

If you order a proof and there is ANY defect due to printing we will change it at no cost to you. We will attempt to adjust colours to your liking.

If you find errors in your copy or figures, you may use our computer, if available, to repair them at our studio or you are welcome to bring your own laptop, as we have WiFi available here.

If your order a poster and do not order a proof, **you own that poster**. If you need to make changes, you must buy another poster, at which time we suggest your purchase a proof.

How large can I make a poster?

62 inches by 144 inches. We can create multiple panels if you require a poster that exceeds our maximum in either direction.

Can you size my poster?

We can increase or decrease, proportionally, the size of your poster HOWEVER this may effect resolution.

You must size your poster in the program in which it was created. Frequently the image and figure files are associated with that program and if we attempt to size your poster, it may reduce the resolution or lose the images or figures.

The maximum poster size in Microsoft Power Point is 56" X 56" so if your height limit is 48" and you make it in Power Point, the largest size you can compose is 48" high by 56" wide. Adobe Illustrator and Adobe Photoshop do not have this restriction and thus allows much more flexibility.

IMPORTANT: Set your poster size *before* composing or importing images.

I don't want to carry a large poster travel tube on the plane, what are my options?

We can print your poster on our Poly-Satin fabric which you can fold and place in your baggage.

We can print your poster and ship it to your final destination in a heavy duty travel tube.

How can I pay for my poster?

We take all major credit cards, Visa, Master Card, Discover, American Express OR we are an approved University of Texas Southwester Medical Center vendor, your lab manager should be able to provide you with a Purchase Order Number, or a lab card. You must indicate method of payment when you place your order.