

How do I go about getting an estimate from you?

We suggest using our *Quote Request Page* online. Otherwise, the best way to make sure that we get all the information necessary for an accurate quote would be to call The Color Group and talk with one of our customer service representatives.

What file formats do you accept? How should I submit my artwork?

We accept all file formats, native files as well as HiRes - Press Ready PDF's. Visit our *Resource Page* online for more information. Files can easily be transferred to us by going to our *Start a Project Page* online. Please call us if you are unsure of any aspect of your file submission!

What exactly is a "proof"?

A proof is a way of ensuring the accuracy of your printed piece. Usually, we will produce a proof that could be sent to you via email or printed on paper that can be viewed at our facility or delivered to you in person.

Why do I need to view a proof?

Final approval of a proof is to ensure that you have looked over every aspect of the piece and approve it as being accurate in terms of color, content and positioning. It's beneficial to catch errors in the proofing stage rather than after the job is completed and delivered.

Do I still need to approve a proof if I supply the files to you on a disk?

It may seem like a proof would be unnecessary in this scenario but it really is not. Many output devices process information using a variety of methods. Your approval of the proof we provide you, assures that the devices used have correctly interpreted and processed the information you have provided.

How long does it take for my order to be completed?

Some jobs can be produced in minutes and some jobs may take days. Communication is the key! Let us know when you need your job completed and ready to deliver, and we will do whatever we can to accommodate your schedule. We go to great lengths to meet tight deadlines.

What is a PDF?

Adobe Portable Document Format

Invented by Adobe Systems and perfected over the years, Adobe Portable Document Format (PDF) lets you capture and view robust information — from any application and on any computer system.

What is a "Press Ready" or "Hi Res" PDF?

A Press Ready PDF is a PDF document that has been created using settings optimized for commercial printing purposes.

What is Giclee printing?

Giclee (zhee-klay) - The French word "giclée" is a feminine noun that means a spray or a spurt of liquid. The word may have been derived from the French verb "gicler" meaning "to squirt". Ink Jet technology is typically used for professional Giclee printing and 8-Color to 12-Color ink-jet systems are industry standard. The giclee printing process provides better color accuracy than other means of reproduction. Images are generated from high resolution digital scans and printed with archival quality inks onto various substrates including canvas, fine art, and photo-base paper.