

Prismatic has been busy improving its service to its customers and in doing so is streamlining the ordering process. Outlined below are our requirements to help you with your initial order enquiry through to production and dispatch. By following these steps it will help to speed up the life cycle of your job.

### Making your first enquiry:

When you contact us for a price/quote, please ensure these key details are provided. Try not to telephone in with large enquiries, it will be much more efficient if you email us with all the details. Information we require:

Finished Product required

Size

Quantity

Artwork supplied or is it to be created by us?

With this key information we will provide you with your quote.

*All future questions relating to this enquiry should be referenced using your unique quote number.*

### Preparing your artwork for submission:

*\*See our technical guide for a more in depth look at artwork requirements.*

### Our preferred artwork format is:

- Press ready .pdf's with all fonts and images embedded
- Files should have a 3mm bleed with crop marks (if required) Exceptions are large format posters which do not require any bleed or crops. Files not in the correct format may delay the ordering process and may be returned to you for correction.

### Placing an order:

- With all pre-quoted orders, please reference your unique quote number.
- All orders need to be sent by email to sales@prismatic.co.uk.
- Files can be sent as attachments in emails.

*Large files (over 12-15mb) should be uploaded via [www.wetransfer.com](http://www.wetransfer.com)*

- Within the emailed order we will need the following information:

*(We will no longer be able to take this information over the phone)*

Quote Reference:

Finished Product required:

Size:

Quantity:

File:

PO Number: *(It can simply be your name)*

- If there are multiple files with varying sizes needing different quantities, each file will need to be listed against the above information: eg. You require posters & foamex boards...

Finished Product required: 170gsm matt encapsulated poster

Size: A1

Quantity: 10

File: A1 johnsmith poster.pdf

Finished Product required: 3mm foamex board

Size: A2

Quantity: 3

File: A2 johnsmith foamex.pdf

Quote Reference: 18011

PO:

John Smith