



FREQUENTLY ASKED QUESTIONS

If you don't see the answer to your questions, please feel free to contact us at custsvc@uddsprinting.com or call us at 866.774.3345

COLOR QUESTIONS

1. What color mode should my files be in?

You should Always save your artwork in CMYK color mode. If you send us an RGB file, there is a chance that a color shift may occur and you may not be satisfied with your job.

2. What resolution should my file be in?

We only accept 300dpi files and NOTHING less!

3. What type of files can I send to Urban Dreams Design Studio?

We would prefer you to send .PDF or .EPS files with embedded or outlined fonts. These files are much easier to handle and will likely speed up your turnaround. You may also send .TIF, .JPEG and .PNG Files.

4. Can the colors be guaranteed?

Your screen resolution doesn't accurately reflect your image(s) resolution because monitor displays usually have about 72dpi to 116dpi. We suggest using a cmyk color chart.

5. Why does the final print job look different from how it looked on my monitor?

When viewing artwork on a monitor you are viewing in RGB which is Red / Green / Blue gamut. Printing is done in CMYK - Cyan / Magenta / Yellow / Black. Please prepare your files in CMYK mode in your photo editor to get a better understanding of setting up your colors.

6. Can I print using CMYK and match a PMS color?

Usually it is not a good idea because PMS color match books use a different color formula to produce ink therefore the color cannot be exact.

ORDERING QUESTIONS

1. What is your time cut?

12 pm (EST). All orders placed after 12:00 pm will count as the next business day.

2. Are rush services available and if so, is there an additional fee?

Yes, we do offer rush printing services and yes, there are additional fees. Please give us a call to get a quote for all rush jobs. Or, you may fill out a quote request form, specifying the required in-hand date your job is needed by.

3. Can I place an order by phone or by email?

Ordering online is highly recommended, except for custom orders. If you like, you may certainly call us at 866.774-3345 to speak to a salesperson directly. We will be happy to assist you.

4. Can I pay when I receive my order?

No, all payments are due when orders are processed and prior to beginning the printing process.

5. Can I pick up the order?

No. All orders are shipped from our facilities. To keep in line with our production schedules, there may be times when we re-route jobs to one of our other facilities to get your job done on time. Regardless of where your order is shipping from, it will not increase the cost of your job.

6. Can I make changes to my order?

If the print job has not been started it may be possible to cancel the order. The order will need to be cancelled by the same business day to avoid receiving a cancellation fee.

* If the order has been placed and goes over one business day and the printing process has not been started then you will be charged a \$25.00 cancellation fee and 3% credit card return fee.

*^ If the print job has been started only the shipping charge can be credit towards your next order.

7. How do I order multiple items?

Please place a separate order for each piece you want printed. For example, if you want 2 different 8.5"x5.5" postcards, then place 2 separate orders. The price for 5,000 of one postcard is not the same as the price for 2,500 each of 2 different postcards.

8. Do you print custom orders?

Yes. Simply request a quote for your project and will submit an estimate to you for your job. Please include full specifications and when you will need the job.

9. How do I submit my files to Urban Dreams Design Studio?

Once you have placed your order, you will be guided to the area to upload your files. For custom orders, you will be directed to the area to upload your files.

GENERAL QUESTIONS

1. Where are your printing plants located?

Our headquarters are located in New York at 45 Main Street, Suite #307, Brooklyn, NY 11201. We have printing plants in Pompano Beach, FL and Glendale, CA. Full color printing, vinyl banner printing and web-press services are done in our Florida and California plants.

2. What are your hours of operation?

We are open M-F from 8:30AM-6PM EST and on Saturday from 10AM-3PM. You may reach us, via email, 24 hours a day.

3. How long have you been in business?

We have been in business since the December 2000

4. What is your return policy?

Since each order is unique to each customer it has no re-sale value, therefore All Sales Are Final. If we verify that we made an error on our end, we will re-print the order. No Refunds or Credit.

Customer must notify Urban Dreams within 6 business days of order acceptance to notify any defects discovered in the ordered product. In order to receive a replacement the customer must return 100% of the received product within 15 days (at their own expense) from the time when the delivery was received.

All new charges related to expediting printing (Rush Printing or Shipping) are NON REFUNDABLE, including those orders that are returned for any reason.

FILE SET-UP QUESTIONS

1. How should I set up my bleed and crop marks?

Bleed must extend over the cut line. Using our templates will help you to visualize this. Please keep all of your text and anything you do not want to cut off, at least .125" away from the cut line. There are times we will need a specific set-up and we will notify if this should be the case.

2. What if I submit my files in RGB?

All artwork is required to be submitted in CMYK mode. All RGB artwork will be converted to CMYK, which will cause a color shift. We suggest you create your file in CMYK from the beginning. This way you will have a better idea of the type of color you can expect.

3. Can I submit multiple files in one document?

To prevent delays in your order, we suggest each side of your job be on a separate file. For example, buttercupfront.pdf and buttercupback.pdf.

4. Do I need to impose my business cards 8-up or 10-up, if they will be printed more than 1 to a sheet?

No, send us just a single layout of your job unimposed

5. How should I set up my SPOT UV files?

When creating a SPOT UV file, you must include a SPOT UV template file along with the CMYK color printing file. The SPOT UV template file is used to show where the UV will be placed. IMPORTANT: Use black to indicate where you would like the UV placed and white to indicate where there should be no UV. Give us a call if you need further assistance.

6. Can I resize my 72dpi image to 300dpi?

You can not increase your resolution for a design that has been created in low resolution. The output will be blurry and grainy. The only thing you can do, is to re-design your file in the correct resolution from the outset. We will not be held responsible for incorrect image resolution.

6. Do you have templates to assist me with setting up my files?

Yes we do. You may go to the templates page to retrieve your templates.

SHIPPING QUESTIONS

1. Can I change the shipping type after I place an order?

This depends on the situation. Please call in for further assistance.

2. How long does shipping take?

All shipping prices during the order process, is based on UPS Ground rates. If you need expedited shipping, please contact us to find out additional shipping rates for UPS 3 Day Select, 2nd Day Air and Overnight rates. After your approval, we will charge your credit card for the additional rates.