

1. **What is the turn around time once I place my order?**

Most items are 2-4 business days. For Door Hangers and Brochures it is 5-7 business days. Please remember to factor in production and ground shipping time. We ship from eight fully operational facilities: California, Ohio, Texas, Florida, New Jersey and Ontario, Canada.

2. **Will I receive a proof prior to print?**

You have the option of choosing to see your proof before it goes to print by requesting a proof in the customization section of your order. If you do not select this option, we will approve your artwork with the information you provided and go directly to print.

3. **Why am I receiving the shipping cost several days after my order has been placed?**

Shipping is estimated on weight and destination in the shipping department once it leaves the facility. Because we ship from multiple locations, we are not able to auto-calculate the rates.

4. **What if I want something I don't see as part of my customization options? (Example: different heading, photo or text)**

We are more than happy to assist with other customizations. Please email or call in your request so we can assist. Depending on how extensive the updates are, there may be a small design fee required. We will make sure you have approved any additional costs prior to the completion of your project.

5. **I have other marketing materials I want to have printed. Can inkworks marketing help me with materials that are not part of the franchise system?**

Yes, inkworks marketing is a full service print and graphic design facility, working with clients from concept to completion. For a quick quote or more information, please visit www.inkworksmarketing.com