

ARTWORK CHECK

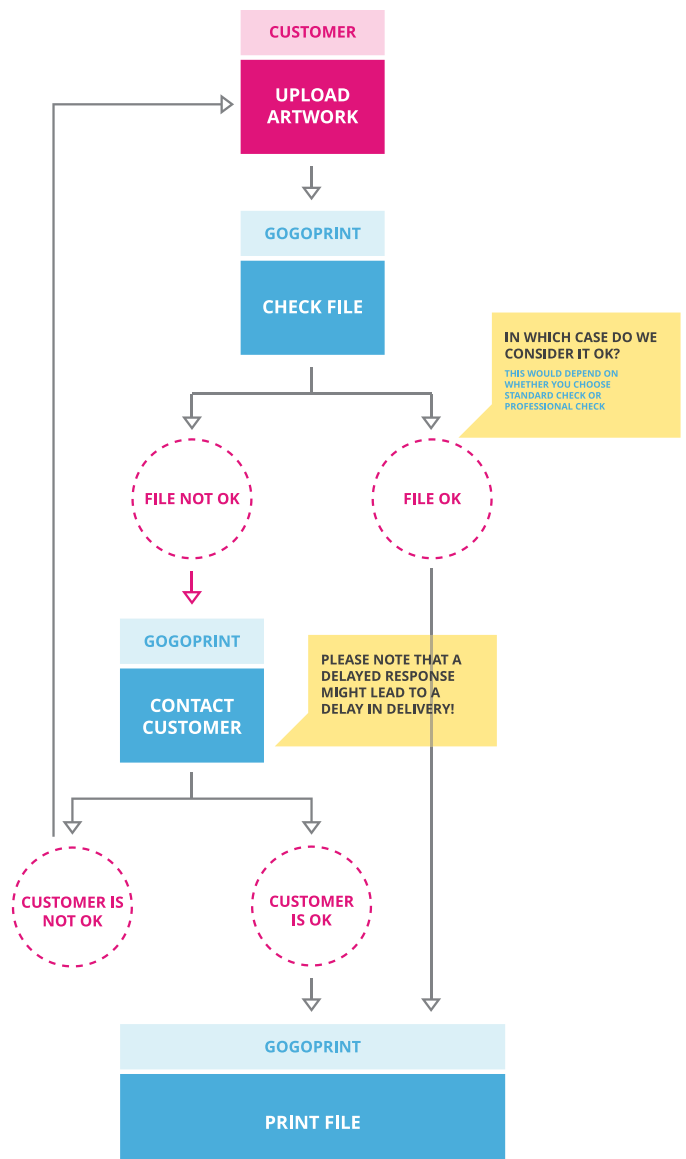
Only a good file will result in a good printed product. That is the reason that artwork checking is one of the important processes in printing. At Gogoprint, we have offer two different levels of artwork checking: a free Standard Check and a Professional Check. This document will give you an overview about how artwork files are processed in each of those cases.

OUR ARTWORK CLOSING PROCESS


















When we are checking your artwork, we are having three things in mind. First, we want to make sure that the printed product comes out exactly as you imagine. Second, we do not want to bother you with changing your artwork or asking you technical questions. Third, we value on-time delivery and understand, that communication about artwork problems will sometimes delay delivery dates. To avoid those problems, you can visit our help section at www.gogoprint.co.th/english-link/.

After you have uploaded the artwork on the website and the order has been paid, our artwork team will start checking your files. The files with no issue will then be printed, while the file with issues will be put on hold.

So, when is a file considered print ready and when is a file considered not? This depends on whether you selected "Standard Check" or "Professional Check". Please go onto the next section for more details.



STANDARD AND PROFESSIONAL CHECK

Artwork Issue	Artwork Issue Detail	Standard Check	Professional Check
Dimension	Wrong size and correct proportion	 Artwork will be resized to fit the size ordered and printed. <i>eg. A4 size is ordered but the artwork is A3, the A3 artwork will then be shirked down to A4. It will then be printed straight away.</i>	
	Wrong size or/and wrong proportion	Artwork will be resized to fit the size ordered and the extra area will be removed. Then the printing will proceed. Please note that we will disregard the trim mark.	 We will contact you back with more information.
Amount of page	Ordered one page but have two pages	 We will not print for this case. Please make sure to select the correct amount of page.	
	Ordered two pages but only have one page	Same artwork will be used for both pages.	 We will contact you back with more information.
Amount of artwork	Ordered onbut have several artworks	 We will not print for this case. Please make sure to use "duplicate" to create item for each artwork.	
Resolution	Raster images resolution are lower than 300px/in	We will proceed with the printing disregarding the amount of resolution.	 We will contact you back with more information.
	Artwork is a scan file	 Since the file is not print-ready, we will not proceed with the printing and will contact you back	
Color mode	RGB color mode	The artwork will be automatically converted to CMYK color mode. No matter how much the color mode change make changes to the image color, the file will be used for printing.	 We will contact you back with more information.
	Pantone and Spot color	The spot color will be converted into CMYK and the printing will proceed.	 We will contact you back with more information.
Fine black text	Fine black texts are in four colors: CMYK <i>Only for flyers and leaflets with amount larger than 500 copies</i>	The printing will proceed although it may result in an overlapping color.	 We will contact you back with more information.
Safety margin	Texts are too close to the trim mark with less than 3mm safety margin	The printing will proceed even if the artwork file contain no safety margin. Please note that this may result in texts being cut-off.	 We will contact you back with more information.
Bleed	Bleed is missing	 Bleed will be created free of charge and the printing will proceed	
Folding	The folding style is wrong	The folding style from the specification will be used. In case that a folding example is attached, we will use the example. Anyhow, if the example is wrongly folded (eg. pages are swapped) we will not gaurantee the correct folding.	 We will contact you back with more information.
	The folding mark is inexact	The atwork will be adjusted and the printing will proceed.	 We will contact you back with more information.
Fonts	The fonts are not embedded	 The font will be embedded free of charge by us if possible and the printing will proceed.	
File	Broken File	 We can not proceed with broken file and will contact you back.	
	File contain specification apart from ordered	We disregard the specification and proceed with the printing.	 We will contact you back with more information.

IF YOU WOULD LIKE TO PRINT MORE THAN ONE ARTWORK, USE THE "DUPLICATE" BUTTON TO CREATE THE SAME PRODUCT.

RGB COLOR MODE CAN NOT BE USED IN PRINTING SINCE THEY ARE NOT THE COLOR OF INK.

FINE TEXT WILL BECOME FUZZY AND ILLEGIBLE WHEN THE THIN TEXTS CONTAIN ALL COLOR.

AVOID HAVING FONTS TOO CLOSE TO THE TRIM MARK SINCE IT RISK BEING CUT-OFF

WE NORMALLY USE 3MM BLEED FOR ALL PRODUCTS.

PLEASE PROVIDE US THE FOLDING EXAMPLE FOR AVOID MISUNDERSTANDING

TO AVOID THE CHANGE IN FONT, PLEASE CRATE OUTLINE THE FONT SINCE EACH COMPUTER HAVE DIFFERENT FONT INSTALLED.

IF YOU WOULD LIKE TO DO THINGS THAT ARE NOT ON OUR WEBSITE, PLEASE CONTACT OUR CUSTOMER SERVICE AND WE WILL HAVE OUR SALES TEAM HELP YOU.

Terms and conditions

- These conditions only apply to the standard products including business card, loyalty card, wedding card, postcard, tag, namesign, flyer, leaflet, gift voucher, poster, and letterhead.
- Gogoprint contact channel, including e-mail and phone, will be chosen depending on the order due date. In cases that customer can not be contacted, we do not take responsibility to the delivery date postponement.
- Gogoprint do not guarantee that your artwork will be satisfactory. Please note that we cannot be responsible for: spelling, punctuation, or grammatical errors made by you; low quality or low-resolution of uploaded files; design errors or color selection errors introduced in the artwork file creation process submitted by you; errors in user-selected options such product type, size, finishing options, or quantity; incorrect dimensions, image orientation, or file submission in accordance order specifications; color match guarantee without a hardcopy proof approval; delivery delays due to improperly prepared files; duplicate orders by the customer; incorrect file layout for folding, scoring, hole drilling, die cutting or other custom services.