

FILE FORMAT

1. We only accept PDF files. Hence, all artworks MUST be converted into **PDF file format**.
2. TIFF and JPEG file formats are acceptable for business card and bookmark only.



PDF

- Provide better quality outcome.
- For PDF setting please refer to tutorial at our website:
How to Prepare PDF



JPEG / TIFF

- Provides good quality outcome if the file is converted under certain specifications. Text or vector images appear less sharp compared to PDF file format.
- **JPEG** file format : Set resolution at or above **600dpi**
- **TIFF** file format : Set resolution at or above **300dpi**

FILE NAME

1. **DO NOT** use the following in your file name:
 - Punctuation marks (ie. ! ? () [] { } : / " ; , . etc.)
 - Symbols / General Typography (ie. @ # * \$ % + & > ~ etc.)
 - Unicodes (ie. Chinese, Korean, Japanese, etc.)
2. Except for hyphen (-) and underscore (_), please refrain from adding punctuation marks, symbols or foreign types to your file name as it will become illegible when you upload your file to us, thereby making it difficult for us to identify your file. Hence, best keep it simple with alphanumeric file names.

SEND FILE METHOD

You will be required to upload your artwork file (PDF file format) to us during the ordering process. *(Not applicable to artwork file sent by CD)*

Total file size	Method
Smaller than 20MB	<p>Send by web</p> <ul style="list-style-type: none"> - Attach your artwork file to the online ordering form before submitting your order.
Larger than 20MB	<p>Send by FTP</p> <ul style="list-style-type: none"> - In order to ease transfers of large files (20MB onwards) to our servers, we recommend the use of free FTP applications such as SMART FTP for personal use. With FTP applications, you do not have to upload your large files over again when you get disconnected. Just reconnect and resume where you stopped. Please refer to tutorial at our website: <i>Send Big File Using FTP</i> <p>Send by CD</p> <ul style="list-style-type: none"> - During ordering process, you will be required to key in your file name to print out a CD label (available at our website). Compile your artwork files into a CD and mail/courier to us together with the printed CD label. Please take note that this process will delay your turnaround.