



Frequently Ask Questions

How long does it take to get my prints done?

Usually 4-5 days after the final artwork proof is accepted. However, depending on the type of printing and quantity to be printed, the time may take longer.

I don't have a design, can you help me?

Absolutely, we have a creative design team who can turn your idea's to reality or you can give us a brief and we'll design it from the ground up.

Can I design my own artwork?

Yes you can design your own artwork. All the details in regard to setting up your own artwork can be found in the **Print Artwork Requirements**

What format does my artwork need to be in?

Our preferred format for printing is PDF.

Other formats such as Vector EPS, Adobe Illustrator AI files, or Photoshop PSD are also acceptable. In all vector formats we require all text to be converted to curves & outlines.

Resolution: to ensure high quality printing results, your images/designs should be saved to a minimum 300 dpi at 100% of the dimension at which they will be printed

Can I scan my old printing and send it to you?

This is possible, but it will not produce the best results. If you are doing this, please make sure to scan the image to at least 300dpi.

Is the colour I see on screen the actual colour of my sign?

We will endeavour to represent the colour on screen as close as possible to the actual print colours, but there will be slight variations from screen to screen, so what you see on your monitor may be slightly different on ours.

Can you match the colour that I want?

For increased colour accuracy, providing us with PMS colour/s will help ensure spot colours are matched to your requirements. For CMYK printing, refer to the Pantone 4-Color Process guide for colour printing results and colour output.

How do I send my artwork?

Send your artwork to info@trixle.com.au if it is **under 5mb** in size. For files larger than 5 mb, please supply artwork on a CD/DVD and send it to **1 Smidmore St, Marrickville NSW 2204**.

Remember to tell us what files you want to use for printing, Quantity, Stock, finish when sending files through to us.

What kind of deposit do you require on order?

We require 50% of the total amount as deposit before the commencement of printing your design.

What are the payment methods?

Payment can be made by cash, cheque or direct deposit into our ANZ Bank Account. Unfortunately, we do not have EFTPOS and Credit Card facility available at this point in time, we will be reviewing this in the near future.

Have another Question?

If we haven't answered your question yet, you can email us at info@trixle.com.au and we will respond within 24 hours.