



Frequently Ask Questions

How long does it take you to make my promotional product?

The time frame varies when making your customised promotional product depending by what product is being decorated and what process of decoration. Products made or decorated locally usually take 2 weeks whilst products made overseas can take up to 8 weeks from date of approval, please check with us first and we can give you a more precise time frame in accordance with your promotional product project.

We can accommodate urgent orders, if you require an urgent order, contact us and we'll advise you on fastest turnaround time possible depending by which branding process you want and require. We have customised products within 24 hours to meet our customers deadlines.

What format does my artwork need to be in?

Our preferred format for images is either Vector EPS or Adobe Illustrator AI files. Photoshop or PDF files are also acceptable depending by the decorating method to be used. Other formats may be accepted depending on the method of decoration and detail of art file, you can contact us for more detail.

In all vector formats we require all text to be converted to curves & outlines.

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 from the ground up.

Is the color I see on screen the actual color of my design/logo?

We will endeavor to try and represent the colour on screen as close as possible to the actual design/logo colours, but there will be slight variations from screen to screen, so what you see on your monitor may be slightly different on ours.

What kind of deposit do you require on order?

We require 50% of the total amount as deposit before the commencement of your customised promotional products order.

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.