



File Set-Up

Color Space:

Please use RGB not CMYK. We recommend using a standard working space profile such as Adobe RGB 1998 or sRGB. The Adobe 1998 (our recommendation) colorspace is preferred and offers the widest color gamut for your prints. Please make sure the colorspace is embedded into your file.

Size & Bleed:

Size your file to your desired print size. We recommend the PPI is set between 200 and 300 PPI. We'll format the proper bleed when setting up your production ready file. Bleed is essential for the mounting and CNC process. It's important to note that you will lose between 1/8" to 1/4" of your print on all four sides. Please keep important details such as signatures away from the edge at least 1/2". If you have a critical detail area near the edge please make us aware and so we can work with you to keep it in tact.

File Type:

We accept JPG, TIFF and PDF formats. We prefer 200-300 PPI, 8 bit JPG's however many of our products print with excellent results at a lower range of 100-200 PPI. We will notify you if your image is not suitable for print on your desired material and size. If you are submitting a PDF vector format all fonts must be outlined.

Color Accuracy & Brightness:

For color accuracy our printers and monitors are professionally calibrated using Xrite i1 Publisher Pro measurement tools. In addition, we have custom profiles for each paper and substrates we use. Please keep in mind that while a print can be close, it will never be "identical" to the way the image appears on your screen. Certain colors simply do not exist in the color gamut of a printer, or may look different when they are not "back-lit" by a monitor. When comparing your proofs to your digital "original" you should evaluate the areas that are most important to you (for example, are the darks dark enough, are the key colors rich enough, are the details in the shadows still present, etc.). Also consider that your print will be a new "original," and its more important that it shows off your image beautifully with consistent color throughout the entire edition.

Proofs:

There is no substitute for ordering an actual printed proof. If color matching is critical we highly recommend ordering a proof prior to ordering the full size piece or large print run. We cannot guarantee the color will match your monitor because each monitor is different.

How To Avoid Prints That Are Too Dark:

A common mistake people make when printing their photos is comparing the print to a back-lit monitor at full brightness. Monitors project light while prints reflect light. In addition, papers and print substrates have different white points and brightness. Before making a judgment that the print color is off or too dark, it's important to adjust your monitor brightness and view the print in plenty of natural or overhead lighting. Pro calibration tools will adjust your monitor brightness according to the light in the room, but if you're not a pro with pro calibration tools, we recommend simply adjusting your monitor brightness down to about 50-60% to get a more accurate view of how the print will look.

Facemount Product Limitations:

Please understand that while we strive for perfection in all of our acrylic facemounts some prints will have slight imperfections within the print. By nature, there are certain characteristics and limitations the facemount process has and there may very small particles of dust or raised bumps that are out of our control. The majority of imperfections are not obvious. Once the acrylic is hung and at viewing distance they typically are not seen. This is our premium product and we often re-mount prints if we deem them unacceptable.

We cannot guarantee the color will match your monitor because each monitor is different. Because we print our HD Acrylics on Metallic photo paper the color will print slightly more saturated when compared to regular photo paper. Also because the metallic photo paper has a reduced white point the image will appear slightly darker. We compensate for this difference with our calibration but some images based on the colors used will appear about 10% darker. 30-Day Satisfaction Guarantee applies to all of our products.