FREQUENTLY ASKED QUESTIONS

ORDERING

1. Do you charge a set up fee?
   a. No, not for our standard scratch and win cards.

2. What are the payment options?
   a. We accept all major credit cards, company checks, bank transfers, PayPal and COD.

3. How fast can we get our cards?
   a. Our standard production time is 10 business days after your artwork and estimate have been approved.
   b. We provide rush services to print and ship your cards in as little as 24 hours.

4. Will we get confirmation of our order?
   a. Yes, your Sales Order will be supplied to you by your Account Manager for your records/ reference as confirmation your order was placed.

5. What is a job number and how do I know what mine is?
   a. Your job number is your Sales Order number.
   b. All correspondence should reference this number to easily identify your job.

6. Will we get updates?
   a. Yes, as soon as your order is put into our system a specialized project manager will reach out to you. Our project managers will walk you through the process and will keep you updated on your project.

PRODUCTION

7. What kind of printing equipment do you have?
   a. We're a full print shop with the capabilities of printing on digital presses, flexographic presses, offset presses and have the equipment to fulfill your bindery labels, and packaging requests.

8. Can you print custom cut out shaped cards…like in the shape of a star?
   a. Yes, we have the equipment to cut your cards into any shape.

9. Can we see a physical sample of the card before it is printed?
   a. Yes, for a small fee we can provide a physical proof / match proof prior to printing

GRAPHICS

10. Can we send our graphics in any format?
    a. We prefer Adobe Illustrator (.ai) files. We will also accept hi-res PDFs, EPS, and PSD files. Art must be at 300dpi, CMYK mode with a .25" bleed. Ask your sales representative for more information on our artwork specs.

11. How long will it take to get a proof or mock up?
    a. If your artwork is sent according to our specs, you will receive a proof within 1-2 business days.
    b. If we have to adjust your art to fit our specs or if we are designing your artwork, you should receive a proof in 2-3 business days.
    c. Mock-ups should be sent out within 3 business days.

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GRAPHICS

12. We don't have artwork designed or have graphic design software.

    a. We have an award-winning graphic design department on location at your disposal.

    b. We offer no obligation mock up artwork design to help you visual your promotion prior to purchasing. Email us your ideas and logo and we'll take care of the rest.

PRIZES

13. How many prizes can we give away?

    a. As many as you want!

    b. Standard pricing includes 10 prizes, but if you need more, we can accommodate you.

14. How do we send our prizes to you?

    a. Prizes should be submitted using https://scratchoff.com/breakdown

    b. There are exceptions to this depending on what your project entails and can be discussed on a case by case basis.

15. Can we separate the prizes and keep each prize version together?

    a. Yes, for a small fee we can ship the cards to you with the prizes separated.

SCRATCH OFF

16. How many scratch areas can we have?

    a. As many as you want!

    b. We have multiple scratch applications that allow you to customize the scratch off portion of the card in any way that you want.

17. Can we change the color, shape and or size of the scratch off area?

    a. Yes, we manufacture the scratch off material in-house so the size, shape and colors on the scratch off are completely customizable.

PACKAGING

18. Can you shrink wrap or bundle the cards into groups?

    a. Yes, we can shrink wrap or paper band your cards into almost any quantity that you need.

19. Can the boxes have identification labels to identify what control numbers are in that box?

    a. Yes, we provide identification labels on each box as part of our standard packaging.

    b. We can customize the identification labels to have barcodes and logos if needed.

SHIPPING

20. Can we ship to multiple locations?

    a. Yes, we've drop shipped jobs in excess of 500 locations.

OTHER

21. Can we track our promotion?

    a. Yes, we provide you with a control file list showing every card and its specific control number.

    b. We also can provide an online service that requires your customer to visit a page on your site (we create the page)

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