



Printing & Mailing FAQ

Have a question? Check out these FAQs to see if we have covered it.

PERQ
MARKETING

Ordering

How do I get started printing with PERQ?

Go to www.perqpublications.com/login. Click "Create an Account," and a PERQ Sales Rep will contact you shortly to get you set up. Simple as that.

What are PERQ's ordering deadlines?

All orders and artwork must be submitted by 3:00 p.m. EST to ensure your delivery date does not get pushed back. All proof approvals, payment forms, and purchase agreements must be submitted by 4:00 p.m. EST.

I do not have my artwork yet. Can I still place the order?

Yes! Just select the Anticipated Art Upload Date in your order, which tells us when you will be submitting the artwork to us. This also schedules your press time for that date, so let us know if this date changes.

When can I expect to receive my order?

If you have a cost binder, each product page has a map showing the turnaround you can generally expect. If you do not have a binder, a PERQ Sales Rep will be happy to discuss turnaround times with you.

What if I need my product sooner than the standard turnaround?

A PERQ Sales Rep will be happy to look into expedited shipping and production options for you.

Some of my information was entered incorrectly when I placed my order. What can I do?

Please contact us as soon as possible. In instances when the product has already been produced or shipped, additional expenses might be incurred in order to meet your product/delivery expectations.

I would like to cancel an order. What can I do?

Please contact us as soon as possible. In instances where the product has already been produced or shipped, expenses will have been incurred, but we will do our absolute best to minimize and/or limit those expenses.

I have a question regarding the cost/price of my order. What can I do?

Contact your PERQ Sales Rep, and we will be glad to help.

I am trying to order a Custom Quote that I had requested. How can I do this?

Simply login and select "Order Custom Quote" and you will see a list of quotes that you have requested from your PERQ Sales Rep. Click on the project to reveal the quotes and follow the steps from there!

Your Artwork

How can I submit my artwork to PERQ?

You can submit your artwork in two convenient ways:

- › If the art file is 50MB or less, you can submit it to our website during the ordering process.
- › You can also use FTP software especially for files larger than 50MB (<ftp.perq.com>).

Your PERQ rep will give you a login ID and password to the website and the ftp software program. Before uploading to the ftp site, check to make sure you have FTP software on your computer.

What if I do not have FTP software?

Feel free to upload through our website during the ordering process or download the FTP software. For a PC, we recommend Filezilla, which you can [download here](#). For a Mac, we recommend Fetch, which you can [get here](#).

What time should I submit my artwork to PERQ for printing?

Our cut-off for standard business days is 3 p.m. Eastern Time. We highly recommend submitting all art before 3pm to ensure rapid production and delivery. Occasional delays may push your order to the following business day and can delay the date of delivery.

Does PERQ accept .jpg or .tif files?

Unfortunately, we do not. The only file-types we can accept are PDFs.

I am submitting a magazine for print. How would you like me to submit the artwork?

Please submit individual pages in ascending order in one PDF. Spreads are not needed and will be broken apart before printing. The easiest way is to submit the individual pages in one PDF document and upload it to FTP software.

Do you have templates?

Yes! Our standard templates can be found in a tab under the Resources section on our website. The templates on our site are in PDF format; if you would like an InDesign template, please contact your PERQ representative. If you have additional questions or are designing a custom piece, we might not have a template built, but we will do our best to advise you on how to set up your artwork. Let us know if that's your situation. We would love to help.

What Adobe Distiller settings should I use?

[Click here](#) for a detailed list and "how to" instructions.

What other guidelines/settings/specs does my art need to follow?

Reference our Art File Building guide [here](#) for a complete list of specifications and requirements.

Shipping

Can I ship an order to multiple locations?

Yes! You can simply input any and all addresses and the corresponding quantities when placing your order online. Note any additional shipping costs beyond the first delivery point will be at your expense. If you have specific questions or situations, let us know.

My shipment did not arrive on the date/time I was expecting. What should I do?

Please contact us as soon as possible because every PERQ shipment is guaranteed to deliver before 5:00 p.m. local time. In situations of extreme weather, PERQ cannot take responsibility for delays experienced or expenses incurred, but we will do our absolute best to quickly resolve the situation for you. If you are ordering during winter months, build in additional transit time. If a delay does occur, please contact us.

My boxes/skids are damaged and some of the pieces are not useable. What can I do?

This should never occur. If it does, please refuse the shipment. If you have already accepted the shipment, take as many photos as possible and send them to your PERQ rep by email. We will work with you to figure out what happened and resolve the issue.

My shipment has been delayed due to bad weather. What can I do?

Please contact us and we will do our best to quickly resolve the situation. In these instances, PERQ can't take responsibility for delays experienced or expenses incurred due to extreme weather. We always recommend building in additional transit time, especially during winter months, when placing orders to ensure you receive the product when you need it.

I did not receive tracking information for my order. What can I do?

All tracking information can be found online at www.perq.com by logging in and clicking on the appropriate job.

My shipping location does not have a loading dock. What now?

Depending on the size of your order, you may need to pay an additional fee for us to arrange a lift gate for your delivery. Please indicate this in the "notes" section of your order, or contact us to verify that one is needed. Note: if a lift gate is not requested when the product is ordered but is required to complete the delivery, those charges will be applied to your invoice as well as any additional re-delivery fees as needed. This can also cause a delay in delivery – make sure to add extra time to your order!

My shipping location is a residential address. What now?

You will need to pay an additional fee for residential delivery. You may also need a lift gate, depending on the size of the order. Note: if a residential delivery isn't requested when the product is ordered but required to complete the delivery, those charges will be applied to your invoice as well as any additional re-delivery or lift gate fees as necessary.

There is an extra fee to deliver to limited access locations. The term LIMITED ACCESS LOCATION includes but is not limited to the following:

- › Individual (mini) storage units
- › Churches
- › Schools
- › Commercial establishments not open to walk-in public
- › during normal business hours
- › Construction sites
- › Fairs or carnivals
- › Prisons
- › Military Base/Installations
- › Rural route or out of town highway access locations
- › Businesses located in residential areas in Canada

I want to ship to Canada. What do I need to do?

Please contact us and we will be glad to help arrange this, as well as advise you on any additional costs that may be incurred.

Printing

I have a registration issue on my printed piece. What can I do?

Pieces out of registration can cause a shadow or blurry effect on images and text. Slight registration issues—one row or less of dots out of registration per color—are acceptable. Text built in CMYK Black (using all four colors) may reproduce out of registration due to the print process, and PERQ is not responsible should this occur. PERQ does not check text for this. So keep this in mind when inspecting the work. To keep black text looking crisp, it needs to be set up as 100% Black and not CMYK Black (Four Color Black).

I have marks/spots/specs on my printed piece. What can I do?

White specs which may become apparent on dark solid colors, as well as other small spots on your artwork, can happen for different reasons. However, if less than 1% of the piece is affected, it is deemed acceptable. If it is more than 1%, contact us, and we will work to resolve the situation.

I have some text that seems to have fallen out on my printed piece. What can I do?

The two most common reasons for type dropping out are overprint issues and art being built in RGB, so PERQ cannot be held responsible. To avoid this, you can convert text to outlines and build art files in CMYK color format.

The colors on my printed piece are not what I expected. What happened and what can I do?

PERQ does not usually provide hard copy proofs unless requested. Color matching can only be assured if a color-matching hard copy proof is produced. If a proof never gets requested, a slight color variation is acceptable if it is within one shade lighter or darker than intended. If it is beyond one shade, please contact us, and we will work with you to quickly resolve the situation.

The trim seems to be off on my printed piece. What can I do?

Less than 1/8" from specified trim size is acceptable (8.375x10.875 finished size on an 8.5x11 piece, for example). If the trim is beyond 1/8", please contact us and we will work with you to quickly resolve the situation.

My folds seem to be off on my printed piece. What can I do?

Finished fold position less than 1/16" from specified fold position is acceptable. If the fold is off more than 1/16", please contact us and we will work with you to quickly resolve the situation.

My printed pieces have damaged pages, wrinkles, dog ears, and/or torn portions. What can I do?

You should never experience this. If you do, please take photos of the pieces and send to your PERQ rep immediately.

I received my printed pieces, and there are missing/blank pages. What happened and what can I do?

PERQ requires proof approval for all jobs where we make changes. The only exception for not requiring proof approval is if it is a standard single sheet where we made no changes because the art was perfect as sent. PERQ wants every page accounted for, but with pieces requiring proof approvals, we cannot be held responsible for missing/blank pages.

I received my printed piece and some of the pages/panels are swapped/out of order. What happened and what can I do?

This can happen on 4-page 8.5x11's, magazines, digests and calendars. You will always be sent an art link and a proof approval will be requested on these types of orders. Although PERQ will strive to be sure that every page is in the correct spot, PERQ cannot take full responsibility for pieces requiring proof approvals.