

## File Protocol

*The following are general rules that apply to all files submitted to Image Graphics. These are items that we have found to be critical to the successful completion of your orders within our workflow.*

Always include complete **Written Instructions** including file names, contact name, phone numbers, purchase order, how file is sent, ie... disk or via email or ftp site.

Send **Hard Copies** with **PMS Callouts** or **Color Guides** with all orders. Without it, we are guessing at how a job should print. Process colors do not qualify as a color guide. If you are sending Photoshop images, they must be tagged files. You can fax us your Hard Copies at 631-254-0903.

**Delete any extra Channels** from files.

**Include both the Screen and Printer Fonts**, and/or convert fonts to **outlines or curves**. Be wary of programs that claim to "embed" fonts into the document...some are more effective at this than others.

Our output prices are based on print-ready files.

Do not submit your only copy of any file. Accidents can happen.

Make sure your **Name** is on all disks, artwork, color guides, etc..

**Scans and Resolution:** For optimum quality, scans and bitmap images used in a layout must have a resolution of at least 100 dpi and up to 200 dpi at 100% of size at which they will be printed. Do **NOT** up-res low-res files. Please call your sales representative to find out the best resolution for your project. We also offer hi-resolution scanning services.

All files for Inkjet devices should be set up **CMYK**.

Any files taking longer than 1/2 hour to pre-flight or rip will be billed at an hourly rate of \$135 per hour.

### Supported Software:

Illustrator, Photoshop, Corel Draw, In-Design, QuarkXpress, Flexisign

(We are always updating our software. If you're using a software package not listed, simply save or export to a supported format. Call for recent versions.)

### Upload files to Image Graphics FTP Server:

You will need an FTP client program to send files to Image Graphics via our FTP site. The following are some FTP client programs for both Mac and PC platforms that can be downloaded from [www.cnet.com/downloads](http://www.cnet.com/downloads). Be sure to type the word "FTP" in the search window. **Apple FTP programs:** Transmit, Fetch, Interarchy **PC FTP programs:** GoZilla FTP, WS FTP, Cute FTP.

**FTP Login Protocol:** **Server:** FTP.imagegraphic.com **User Name:** imggrp **Password:** imggrp **Incoming Folder** > Create a new folder with your company's name. Send confirmation email to [rick@imggrp.com](mailto:rick@imggrp.com)

### Supported File Formats:

Eps, tif, pdf, jpg, psd (original program files are also acceptable. I.e., Illustrator/.ai file)

**CD backups** are cheap insurance. We highly recommend them on any job where we create or significantly modify your files. Due to the large quantity of projects we handle, and the large file sizes used, we cannot archive any files for more than 30 days past the completion of your order. Please speak to your Customer Service Representative for archiving costs.

*Please be aware that any variation from the above specifications may result in additional time and/or cost for the completion of your order. If you have any questions, please contact your Customer Service Representative.*

## Terms and Conditions

Turn around time varies from project to project. Printing only projects take five business days. Rush projects are available and are billed as following: same day projects in by 10 am and due at the end of the day are 200% rush, same day projects that are deemed immediate and must be the next project are available at 300% rush. Next day service due at the end of the day is 100% rush. 2 Day service which is due at the end of the day is 75% rush. 3 day service due at the end of the day is 50% rush. 4 Day service due at the end of the day is 33% rush but call for production schedule as we can sometimes accommodate projects under standard order time. Large orders need to have custom individual productions times.