File Upload

If you have placed an order and have the appropriate artwork ready, please email our sales office at info@britishamericandisplays.com to alert our production team. We will always contact you after either way with FTP upload instructions after your order is placed and accepted by our order processing team.

File Prep Guidelines

We DO NOT accept files submitted in Quark or InDesign. Please create all layouts as one document, (do not separate the designs panel by panel). Whenever possible, please include a low res JPEG or pdf for proofing.

Photoshop 6, 7 or CS

This is the preferred application for supplying high resolution raster images. All files submitted as a photoshop file should be at a 100% (full scale), in CMYK mode, 100 -150 dpi (dots per inch), or half size at 250-300 dpi. Work in proportion if graphic size is larger than art board size. For example if graphic is 30 x 90, work half size at 15 x 15. Rasterized font layers then save as a flattened tiff file with LZW compression (this window appears as you save your document). Please include the file extension in the name.

Illustrator 8, 9, 10 or CS

This is the preferred application for supplying layouts and vector art with maximum compatibility and flexibility. Please supply all illustrator files in CMYK mode, all text MUST be converted into outlines. The file should be to scale, half size is also acceptable. All raster images must be linked tiff files (NOT EMBEDDED) and created to photoshop specifications. Provide all logos and text within the application wherever possible. Please include the file extension in the name.

Graphics Color and Proofs

Unless a printed proof is requested and/or is provided, customer waives the right to object to the colors printed. There will be no guarantee that colors will be printed to customers' expectations. Remember, since all monitors are not calibrated alike, we have nothing to compare your digital file to. We print to our best judgement, unless a proof is provided or requested. Critical pantone colors should be called out if your job is color sensitive. Remember a PDF proof only provides us a guide as to ensure all the elements are present, fonts are correct, and so forth. PDF is not used to color match. A suggested method is to call out critical colors or save your ICC profiles along with the file.

A printed proof can be requested for $ 30.00

Please note: Printing in large format does not ensure 100% color accuracy. Colors and photos will print an approximate 95% accurate. We print in CMYK only. Art submissions with specific pantone color call out`s will automatically be converted to CMYK. If you require any specific color to be matched, please include a match print, or previously printed media such as a brochure, business card or any printed sample with your desired color. We will make an effort to match your specified color. Since we print in CMYK and not in spot PMS colors, the final color printed may not exactly match the sample(s) provided.

For your convenience we do offer test strips prior to final printing for you to review (at an additional cost). This will add 2 (or more) days to your schedule. Any adjustments to color will be subject to additional cost, including any additional proofs that need to be sent out.

Warranty

All mural panels and end panels will be guaranteed for 15 days from the time of purchase. Guarantee is limited to customer mis-handling the murals rolling the murals tighter than the provided case, rolling the mural image side in and shipping damage. Any printing, delaminating, or panelling issues, that are due to manufacturers defect need to be addressed with the 15 day period for the warrantee to be in effect.

Contact

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