



SMARTsigns®

Frequently Asked Questions

Can I get custom size signs? Yes. We have standardized on the two most commonly used meeting sign sizes, 22" x 28" and 24" x 36". We have hard-shell shipping cases to hold each size of our reusable signs and heavy duty boxes for one-way shipping of our disposable, one-time use signs. However, should you need other sizes, please let us know the dimensions, and we will get you a quote.

Are custom SMARTlens® sizes and colors available? Yes. Our standard SMARTlens® frames are printed black or white, and hold one of three standard US paper sizes, 8.5"x11" letter, 8.5"x14" legal, and 11"x17" tabloid. We can produce custom sizes and/or print the frame to match specific PMS colors. Contact us for delivery times, minimum quantities, and additional charges.

Can I add more than one SMARTlens® to a sign? You can add as many as you want. The key is having the physical space available. We can always do an initial layout to let you know. Adding extra lenses will affect the final price.

Are arrows available in other sizes, shapes and colors? Yes. We've used the 4" shape for years, because it can be rotated 360 degrees without interfering with the SMARTlens® or footer graphics. The standard is a black arrow on a white field. Custom sizes, shapes, and colors may affect the final price.

Do the number of colors in my graphic print affect the price? No. All graphics are digitally printed, so whether we are printing one color or two hundred, the price of the signs always remains the same.

What is your turnaround time? The answer hinges on two key factors, i.e. when we receive good quality artwork and how soon you get back to us with final approval, so we can go to production. But, just let us know when and where you need everything in your hands (time AND date). If it can be physically and logistically done, we'll take care of your wishes. So, please, never hesitate to contact us, regardless of how tight your timeframe.

Is there a rush charge? No. The prices we quote for your signs never change. However, we do add shipping to the final invoice. Our preferred method is via UPS Ground. Yet, sometimes tighter turnaround schedules and shipping distances require choosing more expensive expedited options to meet your deadline. Therefore, the more time you give us, the better. But, in all cases, we'll recommend the most cost-effective method to assure success.

Do I get a proof before you produce my signs? Yes. Once we receive your order, it is assigned to one of our experienced Project Managers who manages your project from start to finish. This includes previewing your art file, addressing any art or print quality issues, forwarding a PDF eProof layout for you to approve or adjust until you're satisfied, as well as reconfirming the quantities, due date, and shipping information. Nothing is produced until you give final approval. Feel free to contact them directly with any issues or questions.

Can you ship to my meeting site? We can ship to your office or directly to your meeting site. The key is making sure the venue's address you provide is accurate and complete, so you can locate your packages easily. Once shipped, you'll receive an email with tracking details.

How do you package my signs? Packaging is critical. We ship your signs arrive in a crush-resistant, double-thick cardboard container. Inside, custom-made foam pads protect the corners and keep the signs from shifting in transit. For our reusable SMARTsigns®, the **HD** and **AIR**, we recommend our heavy-duty, foam-lined SMARTcase™ for years of carefree shipping.

Can I get a sample? Absolutely. We have a broad stable of pre-printed sample signs. If you give us a quick idea of which SMARTsigns® type you're interested in and which, if any, add-on options you'd like to see and touch, we will send a sample that best matches your needs.