



General FAQ's

Q: How do I set up an account with Advantage?

A: Simply call (877) 227-5462 or email us at customersvc@absolinc.com, a customer service person will be glad to help you.

Q: I am a new customer. What do you need from me in order to set up my products?

A: We need an .eps file (Encapsulated Postscript File - a scalable vector image best used for print) of your logo and all the information you need on the product. (i.e. addresses, phone/fax numbers, license numbers, website). **NOTE:** We cannot use the following files for a logo: Microsoft Word (.doc), Web (.gif or .bmp), or Photoshop (.jpg or .tif). We can, however, recreate your logo for you if needed.

Q: Will I get a proof of my job before proceeding into production?

A: Of course! We can provide you with a .pdf proof within 48 hours. Please review proof carefully and let us know if you have any revisions or if you approve for project to proceed. You can simply email us your approval, if you like.

Q: What costs are included in my quote?

A: **Print quotes** will include cost of printing requested quantity of your order (**NOTE:** The print industry has a standard allowance of +/- 10% for over/under runs). Art set up charges will vary depending on detail of set up involved. Standard set up charge is \$30.00 per item or \$60.00 per hour. Shipping costs depend on the weight of your order, the number of packages that ship and distance of shipment. **Promotional product quotes** will include the item and specific art set up charges. Shipping will be billed separately.

Q: What is your standard method of shipping?

A: For deliveries within the United States, we generally ship via UPS Ground.

Q: How long will it take for me to receive my order?

A: Please allow 7 – 10 working days after proof approval for your product to ship. Ship time will depend on your location. For example, western regions may take up to 5 working days, while Midwest, Northern and Southern regions will be approximately 2 – 3 working days.

Q: How do I pay for my order?

A: We accept pre-payment or credit card orders (American Express, MasterCard or VISA. Terms can be set up Net 30 with credit approval.

Q: I want to order online using your new Advantage Easy Ordering System. How do I go about getting set up for that service?

A: Either call us at (877) 227-5462 or email your representative that you would like to sign up for online ordering access. We will send you a tutorial with your company's access password and login. You can then login and enter your own personal secure name and password. Your company's products and pricing will be displayed, as well as, promotional products and office supplies.