

Frequently Asked Questions

Here a few of the most common questions we are asked:

1. How long does it take to get my products?
2. What payment methods do you accept?
3. What are your payment terms?
4. Are there any extra charges?
5. Do you deliver overseas?
6. Can I order plain products?
7. What is the minimum quantity I can order?
8. Can I see a sample?
9. What colours can you print on my chosen product?
10. What is a pantone colour?
11. Our logo consists of half tones - will this come out OK?
12. Can I print 4 colour process?
13. Do you give discounts to charities?
14. What do you mean when you state 'unders & overs' in your Terms & conditions?
15. I've seen your website which gives details of a unit price - are there any extras?
16. What format do you need the artwork in?
17. I want to print a picture on a pen is this possible?
18. I only want a small quantity of logo'd pens, e.g. 50 - what can you do?
19. Can I see a printed sample with my logo on?
20. How do I know it will be printed correctly?
21. I haven't got any artwork can you help me?
22. How do I place an order?
23. My question isn't listed here - can you help me?
24. Do prices include VAT?
25. How long before we receive a response to our emails

Here are the answers....

1. How long does it take to get my products?

Most products are despatched within 15 working days from artwork approval and sign off. However we offer an express service for those in a real rush and can turn some products around next day!

2. What payment methods do you accept?

We accept Cheque, BACS transfer and cash payments. We hope to facilitate credit cards in the near future.

3. What are your payment terms?

All new customers pay first three orders are on a pro-forma basis, and then we are happy to send you an account application form to open a 14 day credit account for all subsequent orders which is subject to satisfactory Trade references. Your credit limit will be set accordingly. All other accounts will remain as pro-forma

4. Are there any extra charges?

Print Origination is charged at £30.00 per colour per position (unless stated otherwise on

the product page). Embroidery, jacquards and laser engraving are charged subject to sight of artwork. All prices are subject to VAT & delivery at cost and will be added to your order. Please note you may be charged for converting your artwork if you do not supply it in the appropriate format which is Adobe Illustrator eps format and we have to re-draw it. A price will be given to you before the work is undertaken. Please see separate Artwork information

5. Do you deliver overseas?

Where possible we avoid the complications of arranging delivery overseas and prefer to delivery to a UK address only. However, we are happy for you to arrange collection from the factory or we can give you a quote for delivery using Couriers. Please note all overseas orders are taken on a pro-forma basis.

6. Can I order plain products?

All products can be ordered plain. Please contact for prices as all prices include a 1 colour personalisation.

7. What is the minimum quantity I can order?

Minimum quantities vary per item. It is always worth giving us a call if you want smaller numbers as quite often we can marry up orders to enable you to get smaller quantities.

8. Can I see a sample?

Where possible, on the lower value items, we do not charge for samples. More expensive items including all clothing samples are supplied at cost price and are non returnable.

9. What colours can you print on my chosen product?

We can print any colour or colours you require. We require a pantone colour (PMS) to give an exact colour match.

10. What is a pantone colour?

In a nut shell if you think of green and I think of green how do we know we are both imagining the same shade? A pantone colour is a universal system which defines the exact colour you want printed based on a breakdown of primary colours. Every colour has a Pantone Matching System (PMS) reference number. This is a system used throughout the industry to ensure any printer can match colours specified by any designer. The designer who originally created your logo or the printers who print your company stationary will probably have the artwork and PMS references. In a nut shell

If you don't know your exact PMS no, you can take a look at this online guide:

www.weprintcolor.com

11. Our logo consists of tints and half tones - will this come out OK?

It depends on the printing process involved. It may be that a halftone or tint needs to be printed on a separate solid colour. We would suggest that you let us see your logo; we will then be able to advise you on the best way to proceed and give a more accurate estimate of the cost or products that your logo would work well on.

12. Can I print 4 (or full) colour process?

We have a range of products that can be printed in 4-colour process (or full colour) as this is more of a photo type print rather than solid colours. Please contact us for details of products that can be printed in this way.

13. **Do you give discounts to charities?**
Our prices are generally very competitive but we do understand the needs of charities and will always assist where possible.
14. **What do you mean when you state 'unders & overs' in your Terms & conditions?**
Due to the nature of printing and the materials used, it is not always possible to judge the exact amount of products that will be produced & printed specifically for your order. Also we need to take into account spoilages and machine stoppages. Therefore, our terms and conditions state that your order is subject to unders or over of up to 10% meaning you could get 10% more or less which are either chargeable or refundable if you have paid pro-forma.
15. **I've seen your website which gives details of a unit price – are there any extras?**
The only definite extras are Carriage and also a Screen Origination unless stated that origination is included, which is stated below the prices on the product page. If you are looking for an express job, there may be an express charge. If artwork needs to be re-drawn there will be a charge for that. If you want the same thing printed on the same product in a different colour, e.g. 1000 pens printed blue, 1000 pens printed red, same logo. You will have to pay an ink change fee, which covers cleaning the machines and screen down and changing the ink colour in the machine.
16. **What format do you need the artwork in?**
We need the artwork created in Adobe Illustrator, saved in an .eps file with text converted to Curves or Outlines. Also must supply pantone reference to ensure colour match. You can e-mail in your artwork or post it to us on a CD.
17. **I want to print a picture on a pen is this possible?**
This all depends on the picture and the print area on the pen, if the picture is too detailed it will fill in, also if the picture is more than one colour this could be a problem (some pens can only be printed one / two colours).
18. **I only want a small quantity of personalised pens, e.g. 50 – what can you do?**
We would not be able to do any of the cheap plastic pens, e.g. under £1.50. But would be able to do some of the more expensive metal pens. Some of the pens may incur a minimum order sur charge.
19. **Can I see a printed sample with my logo on?**
We can provide a pre-production sample on high volume orders but you will need to pay for the product and the origination costs, although if you place the order you will then not have to pay the origination charge again.
20. **How do I know it will be printed correctly?**
You will be sent an artwork proof showing colour separations and logo layout. This proof will require approval before the products are personalised. We use the PMS reference numbers you gave us to ensure it is printed the correct colour.
21. **I haven't got any artwork can you help me?**
We can set simple text for you at no charge. However to re-draw a web designed logo or design a logo from scratch would be priced for you individually based on the designers time. Suitable artwork is essential in order to supply your selected goods with a neat and clearly defined print. A business card or letterhead is NOT sufficient for final artwork.

22. **How do I place an order?**

You can order by emailing gifts@bayseven.co.uk, by post, by ringing **0161 773 4644**, by fax **0161 332 7869** or in person at our offices by appointment.

23. **My question isn't listed here - can you help me?**

Please feel free to call us anytime on **0161 773 4644** or email us at gifts@bayseven.co.uk with your query and we will be glad to assist you.

24. **Do prices include VAT?**

No, all prices are subject to VAT additionally

25. **How long before we receive a response to our emails**

We aim to respond to all emails, when ever possible same day within 5 hours.