

FREQUENTLY ASKED QUESTIONS

★ I CANT GET THE PDF ORDER FORM TO WORK PROPERLY. ★

To use this form efficiently you must have it open as a PDF using Acrobat or Acrobat Reader. Most Internet Browsers open PDF forms as HTML. You may have to change some simple preferences. See the Browser Issues page.

HOW DO I PAY FOR MY CARDS?

First time cards are billed directly to Keller Northeast office. They will bill you according to their policy. Repeat orders are billed to directly to the agent and require pre-payment. We accept all major credit cards and Paypal.

★ WHY WON'T MY PHOTO WORK, IT LOOKS FINE ON THE SCREEN?

Most computer screens only see 72 dpi (dots per inch). High end color printing (cmyk) is done at a minimum of 300 dpi. Therefore when a low resolution image containing 72 dots every inch is printed on a press, it will only have 25% as many color pixels as needed for a sharp reproduction. We will print these but will not guarantee quality.

I HAD MY PHOTO DONE PROFESSIONALLY, IT STILL LOOKS FUZZY.

Make sure you send the original high resolution photo. Some photographers will include 2 of each shot, one for use on websites. If you take your own photo, make sure your phone or camera is set to the highest resolution possible. If you have added your photo to Microsoft Word, iphoto, or various other online programs or albums, these apps will sometimes reduce the pixels count for space and storage reasons. Always send the original, we will crop and color adjust.

WHAT TYPE OF FILES ARE BEST FOR PRINTING?

As a rule .tiff or .eps are best & .jpeg is usually fine. Typically, acceptable images will be 500k to 3MB in size. Images with .png or .gif file extensions are not a good choice. They usually have been changed for web use. When you send your photo be sure to put the file in the attachment section, not in the body of the email. Some e-mail applications may reduce the pixel size or omit color information to make the file smaller for sending purposes.

WHAT IS UV COATING VS MATTE FINISH?

UV is a high gloss reflective coating. It makes colors look more vibrant and is water resistant. It is only available on gloss paper stock and can be done on one or both sides. You cannot write on UV coating. If you choose UV on 1 side only, the non-UV side can be written on with most standard ink pens.

Matte is a dull coated paper which tends to prevent light from reflecting off the card. It has a much more subtle look and can be written on with most ink pens.

★ DOES LCM OFFER ANY OTHER CARDS BESIDES GLOSS AND MATTE?

YES! We have many other types, sizes, paper stocks, and finish variations if you wish to have a unique look or feel to your card. We can upgrade your paper stock or finish for a nominal upgrade fee. See the Styles & Options page.

HOW LONG WILL IT TAKE TO GET MY CARDS?

Turn around is 3 working days for delivery to the office after proof is finalized. Orders approved after 11:00 am start the next day. If you are having them shipped directly to your home add 1 day for UPS. Rounded corners add an additional day. Some custom stocks may take a little longer. Rush orders are available, call for information and cost.

CAN I HAVE MY CARDS SHIPPED CARDS DIRECTLY TO ME?

YES! Shipping is free anywhere in AZ. Check the box and enter your address in the space provided.

DO YOU HAVE ANY GUARANTEES?

We have an unconditional money back guarantee! At our discretion, we will reprint or refund your money. If your image/photo is not 300 dpi, we will inform you with your proof and will not guarantee the quality of the printed card.

CAN I CHANGE EXISTING EXAMPLES OR DO A CUSTOM CARD?

YES! We will do variations of the examples shown such as changing fonts, logo type, background, color for N/C. Just specify your ideas in your email or call us. We have a number of different Real Estate symbols such as ABR, CRS, GRI and others. If we dont have it, send it over we will put it on your card for N/C.

– If you want to create a new design or completely change the layout, there is a \$40/hour design charge.