



# M&N Party Store

## Art Guidelines

### Customer Support Center

#### Frequently Asked Questions

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#### **Question 1: What are set up charges?**

**Answer:** These are industry standard charges for the set-up of specific printing equipment used to produce your imprinted products. Unless otherwise noted, specifically by the product, setup charges are included in the price of your product. ([top](#))

#### **Question 2: What is Custom Logo/Original Art/Custom Artwork?**

**Answer:** *Dare to be different? Let us help you promote your school.* Custom logo/original art/custom artwork is artwork that is unique to you, created specifically for your event or school. It could be drawn or designed by a student, a teacher, your graphics class/department, or Uncle Albert. All custom logos/artwork require clear **production-ready** art. Photocopies, faxed art, decals, business cards, colored ink, letterhead paper or raised printing cannot be reproduced. See instructions for production ready art below. ([top](#))

#### **Question 3: What is a Custom Logo/Original Art/Custom Artwork Charge?**

**Answer:** For a minimal fee of \$25.00, we will apply your custom logo/original art/custom artwork to be imprinted on our product. Included in the \$25.00 charge is sizing your art to fit the product imprint area. Not included is artist time spent cleaning up or redrawing your artwork to produce a clear sharp image. An additional charge of \$25.00 per hour or fraction of an hour will apply for clean up or redrawing of your artwork. There is no charge if you select one of our **free stock imprint designs** to use instead of your own design.

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**Question 4: What typestyles/fonts can I use?**

**Answer:** MN Party Store has license to a large variety of typestyles in the Adobe Type Library. If your requested font is not part of the Adobe Library, you must send your artwork in a format that includes non-editable fonts, such as PDF. Click [here](#) to view our typestyle/font choices.

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**Question 5: What is a free stock imprint design?**

**Answer:** MN Party Store offers our customers hundreds of [free stock imprint designs](#) that may be used on your imprinted products. Please indicate your free stock imprint design on your order or Purchase Order.

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**Question 6: Can I use copyrighted material?**

**Answer:** The submission of any order constitutes a representation and warranty by the individual or entity submitting the order that such individual or entity is the owner of all trademarks of copyrighted material contained therein or has obtained any required consents or authorizations from the owner(s) to print such material. The display of any design or logo shown on this website is for demonstration purposes only and does not indicate or imply that any such design or logo may be reproduced without the authorization of the owner of the trademark, copyright or other right in such design or logo. [\(top\)](#)

**Question 7: What is production-ready art?**

**Answer:** [“Production-ready”](#) refers to art and copy that is ready to be imprinted onto a product without being retouched, reworked or otherwise ‘cleaned up’ by our art department. Logos, images, copy text and artwork must be clear, sharp line artwork without ragged, jagged edges. We CANNOT accept photocopied artwork, or any art that contains shading, patterns or screens. Photocopies, faxed art, decals, business cards, colored ink, letterheads paper or raised printing are not suitable as production ready art. Should your artwork or design need touching up we will be happy to assist you, for a nominal fee of \$25.00 an hour.

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**Question 8: Can I set up how my artwork and copy text appears on the product?**

**Answer:** You can choose a layout from our [Imprint Layout Chart](#). If you don't have a preference, our experienced design team will place your artwork and copy text for you

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**Question 9: How should I send art to you?**

**Answer:** To provide you with the best possible imprinted products, we prefer to receive original art or photos by email at [artwork@mnpartystore.com](mailto:artwork@mnpartystore.com) after your order is placed. Please provide only your 7 digit order number in the subject line.

NOTE: We cannot access artwork sent in any program format other than the ones listed below. Please list all fonts and additional information we need to produce your order. (Ex. Font-Times Bold Italic, PMS colors or color separation instructions should be listed in the e-mail). Please convert all fonts to outline if possible, if not please list all fonts used.

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**Question 10: What file formats are acceptable?**

**Answer:**

- Adobe Acrobat Files (PDF)
- Adobe InDesign (Please export versions newer than CS5 as PDF)
- Adobe Photoshop (jpg, tif, pdf, gif, png, bmp, eps)
- Adobe Illustrator (ai, pdf, eps) (Please save any versions newer than CS5 as PDF)
- Office programs must be saved as PDF

Please keep email file size under 10MB. If over this size, compress into a ZIP file.  
Or call 800-479-2043 for additional assistance. Please convert all fonts to outlines if possible.

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**Question 11: What if I want to cancel my imprinted order?**

**Answer:** Cancellation charge of \$25.00 will apply. In addition, Original Art Design (OAD) charge of \$25.00 and Art Redraw charge of \$25.00 per hour or fraction of an hour, if applicable, will be charged. Orders in production cannot be cancelled. [\(top\)](#)

**Question 12: Can I get a proof of my artwork?**

**Answer:** There is not charge on the initial proof. Proof requests will delay your order three days. If you make changes and want additional proofs, each additional proof request is \$6.00 and will take three days. Production time will not begin until the approved proof has been received by us.

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**Question 13: What if I need my imprinted products in a hurry?**

**Answer:** Please call 1.800.479.2043 for rush availability.

**Additional Charges:**

Set up Charge:	Unless otherwise noted, setup charges are included in the price of your product.
Original Art Design Charge: (Customer Supplied Art)	\$25.00 (OAD)
Art Redraw or Clean Up:	\$25.00 per hour or fraction of an hour
Cancellation Art Charge:	\$25.00 in addition to OAD and Art Redraw charges if applicable.
Proof Charge:	No charge on the initial proof. \$6.00 charge on reproofs.