

Use Triple Disc's design templates.

Our printing tolerances are very exact, so be sure to use our design templates to ensure that your artwork can be reproduced perfectly with no unnecessary delays. Our templates are available on our website www.tripledisc.com. Feel free to give us a call if you don't see what you need.

Thoroughly check your work.

While your project manager will give your files a thorough preflight check before posting your proofs, we do not check for typographical errors. Have someone (or, better yet, several someones) check your files carefully before you send them to us. Once you send us your project, you only have one final chance to catch any typos: the online proof we send you.

Make sure all images are high-resolution.

72dpi images look OK on your computer screen, but look rotten when printed on our digital offset press. All digital images should be 300dpi (or greater) and in the CMYK (not RGB) color gamut. If you are sending digital photos, make sure that they are at least 3 megapixels. If at all possible, avoid the JPEG format, and send TIF, BMP, RAW, or PSD images.

Keep your files as "original" as possible.

If you are designing in Photoshop, send the PSD files. If you are designing in Illustrator, send the AI files. Avoid the urge to flatten layers, rasterize type, or convert to PDF to reduce file size. The more "original" your files, the truer to your vision your finished product will be!

Make sure you include linked images.

Please make sure that you include all linked images separately on your disc. When you link an image, it is a reference to an image saved on your hard drive. And, while our project managers can work some incredible magic, they don't have access to your computer.

Don't forget fonts.

Please make sure to include all of the fonts that you are using. Even if it seems like a common font, it could be substituted with another, similar font, and the results may be unpredictable and not to your liking.

Think about spot colors for your CD & DVD imprints.

Our standard packages for CD & DVD replication include a 3-color silkscreened imprint applied to each disc. This is accomplished by supplying a file that is set up as 3 or fewer spot colors (remember, white counts as a color) from the PANTONE Solid Coated palette. If you or your graphic designer is unfamiliar with spot colors, please read the Help section in your graphic design program about "Working with spot channels", or feel free to give us a call. We'll be more than glad to help out!

Send us files that we can print from.

If you decide to provide your own artwork files, please use a professional graphic designer, and use a design program that allows you to design in CMYK and spot colors (and from which we can print). Choose from the following list, or give us a call if you don't see your favorite program listed:

- Adobe Illustrator (version 8 or higher)
- Adobe InDesign (version 2 or higher)
- Quark Xpress (version 4 or higher)
- Macromedia FreeHand (version 7 or higher)
- Adobe Photoshop (version 5 or higher)

HELP US HELP YOU:

As soon as your project arrives at Triple Disc, you will be assigned your very own project manager who guides you through the process & makes sure everything goes perfectly. Please follow these tips to help your project manager (and yourself) while we work on your project.

Check your email often.

Your project manager will email you regularly with updates on the progress of your project, and if he runs into any problems. Lags in communication can cause delays, so keep on top of your Inbox.

Approve all proofs ASAP.

All of our published turnaround times depend on your approval of online proofs within 24 hours. We cannot make up lost time in production without significant additional charges, and we can't start production until all of the pieces of the puzzle are approved.

Keep records.

For your (and our) protection, all proof approvals and/or revisions to your order must be in writing via email.

Pay promptly.

We cannot ship your finished discs until your account is paid in full (including up to 10% overruns), so please be prepared to pay when your shipping date nears.

Don't make mistake #1.

The most common mistake we see is scheduling a CD release party before the discs have been delivered. While Triple Disc has a great track record of on-time delivery, something can get delayed at any step of the way. We, therefore, cannot guarantee any delivery date.

ASK QUESTIONS!

Your project manager is an expert in his field, so feel free to ask for any information. No question is too small or too big. We're here to make sure you're comfortable with your project, every step of the way.