



1. What is the ideal print process for my job?

There is no ideal print process for most jobs. It is a matter of considering the design intent, embellishments needed, preferred face stock, volumes, and target price points. From these elements, we will recommend the ideal print process.

2. I have art files; how can I get these to you?

The most ideal way to submit files is through our FTP that can be found on our website under Client Access. Ask your Sales Rep to provide you with your FTP login information. If there are any questions regarding our FTP please contact your Sales Rep. We also accept emails with a links to files transfer sites such as WeTransfer or Dropbox. For more information on artwork, what we accept and how to submit please view the Graphics Profile.

3. Do you offer design development services?

ASL Print FX will work with designers to optimize the design for print, both from a cost optimization and execution standpoint. We are able to make small adjustments to the art files if we are provided with working Illustrator files, live fonts, etc. However, we do not develop designs from concept or sketch.

4. Where are you located?

We have manufacturing locations in the Napa CA, Winston-Salem NC, and in the Toronto area. Our Toronto address is: 1 Royal Gate Blvd, Unit A, Vaughan, Ontario, Canada, L4L 8Z7. Our Napa address is: 871 Latour Court, Suite A, Napa, California 94558.

5. Do you have a toll-free 1-800 number? What is the easiest way to make contact to discuss my requirements?

Our toll-free number is 1-800-263-2368. You can also reach our Toronto office at 416-798-7310 and our Napa office number at 707-927-3096.

6. Is there a minimum requirement?

No. We have appropriate resources that can support an order of any size.

7. What forms of payment do you accept?

We accept both Visa and Mastercard, if credit card payment is needed. Wire transfers are also accepted and credit terms can be established.

8. Do you offer credit?

Yes. Please request a Credit Application form and we will commence the process of establishing credit for future orders.

asl
PRINT FX
FAQ

9. Are your products recyclable? Do you utilize recycled content in your paper and plastic materials?

We take our environmental responsibilities quite seriously. There are options to utilize materials with recycled content – please contact us to discuss some of these options. We look to recycle as much of our products as possible, and are proud of the positive environmental impact of these efforts. When by-products cannot be recycled or repurposed, we send these for incineration to reclaim energy.

10. How quick are your turnaround times?

Our turnaround times greatly depend on the project and printing process. For ASL Print FX most cases have a 2-3-week turnaround time from the approval of artwork. Reach out to your sales rep to discuss timelines.

11. Can I contact any location to book a Prototyping FX appointment?

Our Napa location and Toronto location both offer Prototyping FX services.

12. Do you offer stock cutting dies?

Yes, we have many dies on hand. Please keep in mind these are set sizes and only work for certain materials and presses. Contact your ASL representative for more information.

