

Warranty

All of our Products are designed for industrial applications. We have an unlimited customer satisfaction guarantee. If for any reason you are not 100% satisfied with your products, we will replace the mat or refund your money. The typical life expectancy for a logo mats is 3-5 years.

Production Time

For special rush services, please contact customer service. Extra overnight or second day shipping charges may apply to rush services. Most logo mats ship within 5 to 7 business days once artwork and credit are approved.

Variations

Sizes are not always an exact measurement and typically have a 3% variance due to the materials and manufacturing processes. Colors may not be an exact match of previous orders.

Returned Goods

All Returned goods must have a return authorization number. A 20% restocking fee will apply to any non-logo goods that are returned in saleable condition. Any credits issued will be based on prices in effect on the date of the invoices.

Digital Art

All artwork should be compressed and emailed. When artwork is emailed it must be indicated on your purchase order. The subject line of your email should include name of artwork and purchase order number to ensure the proper art is matched to your order. Email artwork to: deanloyd02@fusemail.net.

Camera-ready art is preferred and defined as black and white line art that has sharp, clean lines, and is complete with text and graphics.

Acceptable File Formats

Files are accepted in PC Format only.

Line art types accepted are CDR, AI, and EPS. Please save AI files in Illustrator version 10 or below. Line art submitted for a mat can be in inches proportioned to the Feet. An Example: a 2'x3' mat can be 2"x3", 3'x5' can be 3"x5".. etc. This **only** applies to line art, CDR, AI and EPS, files. Line art saved in PDF format is also permitted.

Bitmap files accepted are PSD, TIF, JPEG, and GIF at resolutions of 600+. Images must be large on screen, clear and sharp. PDF files are also permitted and should be high resolution of 600+ for images. Mixed Line art files and Bitmap files should be accompanied by a copy of the original Bitmap file if possible.

Any files larger than 10 megabytes should be copied to a CD and mailed to:

allMATS.com
P.O. Box 1141
Montgomery, IL 60538

Unacceptable File Formats

Our Platform is PC based and Macintosh files cannot be opened on our system including any macintosh specific file extensions and zip extensions such as SIT files. Other files such as BMP, PICT, CGM, MS Word, MS Excel, PowerPoint or Lotus files are not acceptable.

Fonts

We strongly recommend that all text be converted to curves/outlines by the originating program. This will eliminate most font problems associated with the variety of fonts with the same name. If this is not possible, please include the font name and corresponding program with your artwork. Postscript fonts are preferred over true type fonts. Decorative fonts, theme fonts or unique to the customer fonts should accompany the artwork. We cannot guarantee we have the exact font you're looking for.

Font size and Object size

Digiprint™ and Waterhog™ Logo Inlay mats require a text height of no less than 2 " and our Grand Impression™ logo mats require text height no less than a 1.5 ". Text smaller than this will appear as a blemish on the mat. Objects for all logo mats must have a minimum thickness of at least 0.25".