



Coffee Mug - 11oz



Porcelain Mug - 10oz



V1.1

Enamel Mug 12oz



Large Mug - 15oz



Large Mug - 20oz



Heart handle mug - 11oz

Your guide to



Magic mug - 11oz



Travel mug - 15oz

MUGS, CUPS AND DRINKWARE

SETTING UP AND SUPPLYING YOUR ARTWORK

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Printed Mugs, Cups and Drinkware make great personalised gifts and keepsakes for special occasions but are equally fitting for businesses to utilise as promotional items at events.

We want your drinkware to look it's very best when you receive your order which is why we have put together this guide to help you achieve the best results possible. Following this guide will also help to avoid any frustrating delays on your order by reducing any artwork issues.

Creating artwork correctly isn't easy for everyone, particularly if you have little to no experience in design and print. We hope this guide is of help to you.

We strongly recommend that as well as referring to this guide, you download our artwork templates and use these to produce your design artwork. These templates are available to download as **InDesign** and **PDF** files.

Available sizes & orientation

- Coffee Mug - 11oz
- Porcelain Mug - 10oz
- Enamel Mug 12oz
- Large Mug - 15oz
- Large Mug - 20oz
- Travel mug - 15oz
- Heart handle mug - 11oz
- Magic mug - 11oz

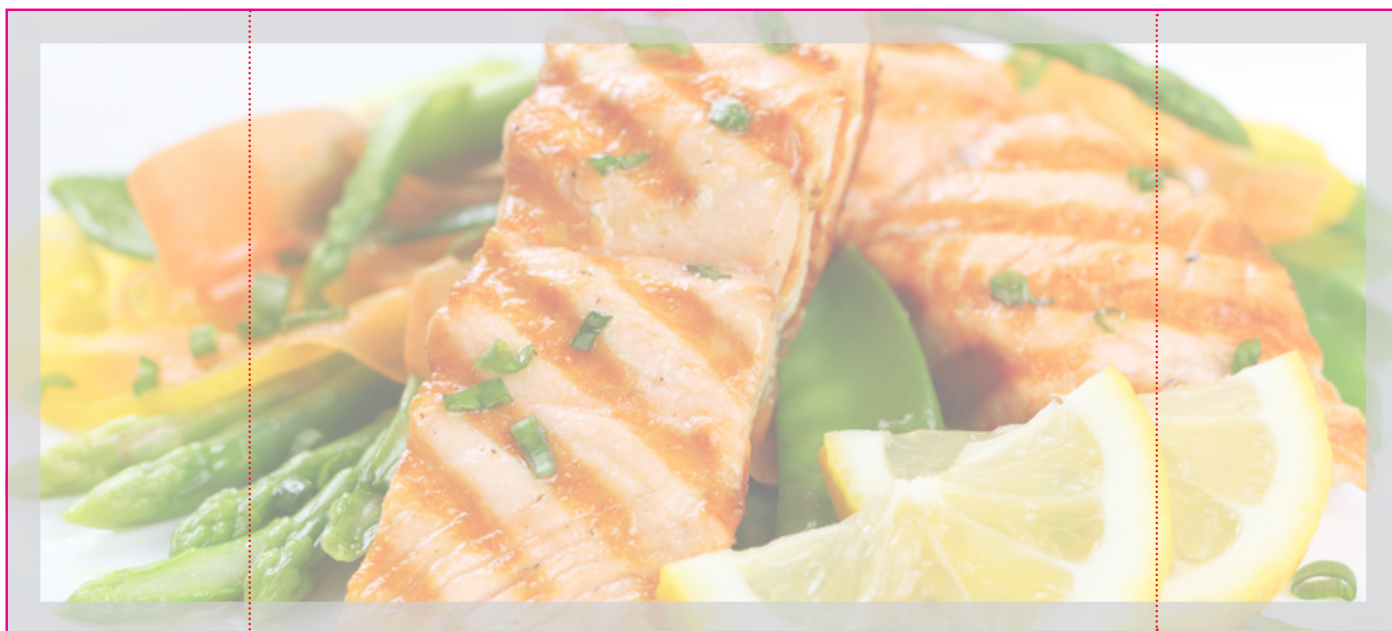
SETTING UP YOUR ARTWORK

In the example below we show: *Coffee Mug 11oz*



Example shown:
Layer window (InDesign)

Once your design is complete, please remove the 'Guide' layer. **Failure to remove will result in the guide layer printing over your artwork design.**



↑ **Centre Placement** - If you would like to add two logos or artwork that mirror each other on both sides of your mug please centre them horizontally to these 2 points. ↑

Finished size

This is the finished size of the print area on your mug. Anything outside of this area will not be printed.

Safe area (5mm)

We recommend keeping important content like text, images, logos and other 'live matter' inside the white area.

Why? There is always a small amount of movement during our printing process and keeping items out of this safe area ensures that they don't end up being cut off or too close to the edge.

Colour

To get the best printing results, ensure your artwork and images are **RGB**.

Fonts

To eliminate any font issues please ensure all your fonts are '**Embedded**' or '**Converted to outlines**' before creating your PDF print file.

Image resolution

For optimum image print quality please ensure all your images are **300dpi to 450dpi**. Anything lower than 300dpi will give poor image quality. Images higher than 450dpi will result in high file sizes.

Crop marks and bleed

Please ensure you include '**crop marks**' (offset 10mm) and '**document bleed**' when exporting your artwork file to PDF.

File format

Please supply file as: **Adobe PDF (Print)** format.
Ideally: PDF/X-1a: 2001

TEMPLATES

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Magic mug - 11oz

If using our InDesign template

Place your design within the 'Artwork' layer and delete the 'Guide' layer before exporting to your print ready PDF.

IMPORTANT: Failure to remove the 'Guide' layer provided in our template will result in the guides printing over your artwork design.

If using our PDF template

Delete all references to the template in your artwork file before exporting to your print ready PDF.

IMPORTANT: Failure to remove any template information will result in the template printing on your artwork design.

RESOLVING COMMON ARTWORK REJECTION ISSUES

Once you have created your order and uploaded your print ready PDF, it will be processed using the latest automated pre-press technologies. The PDF will be assessed for quality to ensure your order is produced to the highest possible standard. The PDF will also be checked against the order specification to highlight any possible discrepancies between the order and the artwork supplied.

The vast majority of Artwork Issues are caused by a few common errors:

Trim

The PDF trim dimensions do not match your order specification. I.e. A4 (210 x 297mm) PDF supplied but A5 (148 x 210mm) was ordered.

Image Resolution

Low resolution images are likely to appear blurred or pixelated when printed. Ideally all images should be supplied to 300 dpi as standard to maintain quality of reproduction.

How to resolve

Please ensure you download the correct size template for your order or amend your order specification to match your PDF artwork.

How to resolve

Dots per inch (dpi) is effected when images are scaled in your chosen software (e.g. InDesign). This is potentially problematic when making small images larger. If an image is 300dpi but scaled to a larger size the dpi will decrease proportionately.

To check dpi of your images in e.g. InDesign, select an image and navigate to the info panel (F8- Keyboard). The effective ppi indicates the resolution of the images after scaling. Don't worry if the resolution is more than 300 ppi (dpi), it will be optimised when the file is exported. However, images with low resolution cannot be optimised to be a higher resolution. If you have concerns regarding the resolution of your images, the best thing to do is use alternative images that are of a higher resolution.