



## Everything you need to know about Ordering Custom Prints

### **You Design, We Print**

Whether you prefer a circle or rectangle shape, we make it easy for you to customize your tap cards to reflect your church's unique brand.

### **Price info**

Custom Design = \$4 per card/sticker

*Minimum 500 order per design*

\*Non-Custom Cards are \$2 and are delivered in 7 days.

### **Design Templates**

*All custom orders require you to submit your own design using our official Adobe Illustrator templates.*

- Circle Template: [PDF](#) | [Adobe Illustrator](#)
- Rectangle Template: [PDF](#) | [Adobe Illustrator](#)

Each template includes the correct dimensions, bleed lines, and setup instructions for optimal printing.

### **Custom Order Process**

*All custom orders require 8 weeks for production and shipping.*

#### **1. Choose your card shape and quantity and place your order.**

*You'll receive one email with your order confirmation and receipt and a separate email with upload instructions.*

2. **Submit your design file in .AI format using the template and a .JPG of the design.**

[Submit your design here.](#) We'll reach out if there are any issues with the design or you'll receive a design approved email.

3. **We print and ship your cards.**

*Cards are connected to your VisitorTap Dashboard once you get a shipping notification.*

## Custom Print FAQs

### **Q: How long does it take to receive my custom TapCards?**

A: Custom orders take 8 weeks from the time we receive your final design files.

### **Q: When do I send you my design?**

A: After checkout, you'll receive an order confirmation email and then a separate email with instructions on how to upload your files.

### **Q: Can I order multiple designs?**

A: Yes, you can order multiple designs. Each design requires a minimum order of 500. If you're submitting multiple card designs in one order, upload a ZIP folder that contains:

- One .AI file for each design
- A matching JPG or PNG preview for each design

### **Q: Do I have to use Adobe Illustrator?**

A: Yes. Our templates are only compatible with Adobe Illustrator. You will need to use a designer familiar with Adobe Illustrator. Click on the pdf for specific guidelines.

**Q: Can VisitorReach help with my design?**

A: We do not offer design services. We will confirm that your file meets the design requirements by the printer, but all artwork must be created and edited by you.

**Q: Does VisitorReach provide a proof?**

*A: The .jpeg or .png file allows our team to confirm that the illustrator file matches what you want your end product to look like. We'll reach out if there are any issues with the design.*