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**Subject:** Custom Graphics FAQ  
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## **Custom Graphics FAQ:**

### **How does the order process work?**

All custom graphics orders are done via email. There are a lot of visual components and a lot of information to keep track of, so email is the most convenient way to place your custom graphic order. To start your order, please send an email to Kait ([graphics@jtopsusa.com](mailto:graphics@jtopsusa.com)). Once she receives your email, you'll begin our proof process. Kait will take your design or concept and turn it into a printable graphic on a template that fits the specs of your vehicle. Once you receive an initial proof, you'll be able to approve it or ask for any corrections you'd like made. Once you've approved a final proof, Kait will ask you to fill out a form with all of your information. Once that is returned, you will be invoiced by the billing department. After your invoice is paid, you're all set! We try to keep the process simple for our customers.

### **How much does a custom graphic print cost?**

Custom graphic sunshades start at \$379 for Jeeps and \$439 for Broncos and go up based on the complexity of the design. We also charge \$17 for shipping, and sales tax if you happen to live in Texas, Nevada, or California. If you'd like a quote for your design, please reach out to Kait ([graphics@jtopsusa.com](mailto:graphics@jtopsusa.com)).

### **What file type should I provide?**

If you have an image you'd like to submit, we ask that all files be in one of the following formats: .AI, .SVG, .PNG, or a 4K high resolution .JPG. Our LED UV printers require a high resolution image. If your image is not one of the specified formats it would either need to be recreated or purchased in the appropriate file type (if available). Please send us your file and we will let you know if it is suitable for printing, or what alternatives are available.

### **What kinds of images can I request?**

We can print so much that it's actually easier to tell you what we can't do! We cannot print licensed, trademarked or copyrighted images without express permission from the owner of the image. This includes sports teams logos, college logos, TV/Movies, just to name a few. We also do not print political images, hate symbols, or explicit images. If you have an image you'd like and you're not sure if it is acceptable, please feel free to send it to Kait, and she can help you determine if it's acceptable or if there are any suitable alternative options.

### **What if I know I want something unique, but I don't know exactly what I want?**

If you know you're looking for something unique, but don't know where to start, contact Kait about our pre-set images. They are all available for customization for you to make truly your own. We have plenty of options to choose from including, but not limited to: animal prints, camouflage, flags, flowers, skulls, topographical maps, tie dye, and more! We have over 250+ fonts. The sky is really the limit with customization!

### **What colors can I pick? Is there a limit to the number of colors?**

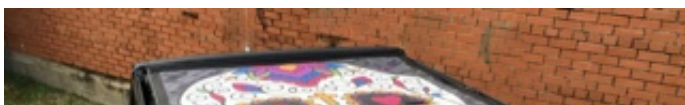
Images are printed on white mesh material. You can pick as many colors as you'd like in the graphic! Our cutting-edge LED sublimation printer can print any CMYK color(s) of your choosing. If there is a specific color you are looking for please provide the CMYK color code(s) to Kait, and she can help you choose an appropriate color scheme.

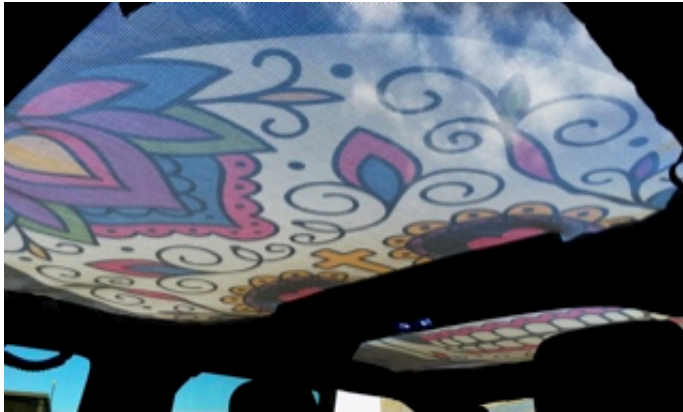
### **Do you guarantee your color matches?**

We cannot guarantee color matches will be exact. Proof colors may vary due to variations in monitors, settings, and other factors outside of our control. We represent all colors as accurately as possible.

### **Are your prints one sided? Can I get a double sided print?**

Our prints are done one sided, but they shine through under sunlight. Unfortunately, we cannot offer double sided prints. We use a special UV printer and double sided prints are not possible. The benefit is that your image will show on both sides in the sunlight, so you can enjoy it when your top is off. If you are unsure about whether or not the image will be visible enough for your liking, please refer to these customer images.





### **How long does it take to receive?**

Once the proof process is complete, lead time for custom order is likely to fluctuate due to the individual print process. If you'd like the most accurate lead time estimate, please ask Kait.

### **What if I receive it, and I'm unhappy?**

Because of the custom nature, all custom graphic sales are final. Submitting payment for your order constitutes your acceptance of these terms. We use the proof process to ensure customers know exactly what they are purchasing prior to payment. Prints will only be reprinted at our cost in the case of manufacturing defects. We strive to ensure all of our customers are happy. If you feel as though there has been an error with your print, please contact Kait as soon as you receive it.

These are extra custom Photos in case we wanna add new ones to the photo list:





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