

Printing Services – FAQ

1. Q - Where are you located?

A - Printing Services is located in the lower level of the Fraser Auditorium.

2. Q - We need an estimate for our print project. Can you help us?

A - Sure we can. In order for us to properly quote your project, we will need to know the following:

- *What would you like to produce (e.g. a brochure, flyer, book, folder, etc.)?*
- *What are you looking for in paper type and colour?*
- *Will your document be printed in colour or black ink?*
- *Do you want your document to be printed single sided or double sided?*
- *Will your project require special binding or finishing?*
- *How many copies will you need?*
- *What is your deadline?*

3. Q - How do I place an order with Printing Services?

A - Simply send us a detailed e-mail to printing@laurentian.ca along with your attached file(s).

4. Q - What file format do you accept?

A - Here's a list of electronic file formats for printing that we accept.

- *Adobe PDF**
- *Microsoft Word*
- *Microsoft Powerpoint*
- *Microsoft Excel*
- *Publisher*

** To assure the best quality and fast turnaround, we strongly advise our clients to submit **high quality PDF document**.*

*** REMEMBER: If you use a specialty font, you must supply it with your job.*

5. Q - What are your hours of operation?

*A - Monday to Friday
8 am to 4:30 pm*

(Closed from 12pm to 12:45pm for lunch)

6. Q - How long will my job take to be printed?

A - We always do our best to meet your deadline. Turnaround times vary based on the print specifications. Please contact us at printing@laurentian.ca for an estimated turnaround time.

Please note: *Our standard time for printing a poster larger than 13" x 19" is two full business days. We may be able to get them done faster, but a **50% RUSH** charge will apply.*

7. Q – Can you print large posters?

A - We can accommodate poster printing up to 42" in width. We have no maximum on the length of your poster. In order to properly print your large format poster, please ensure to provide a PDF to the exact print size required.

8. Q - What binding options do you have?

A - Our binding options include coil, cerlox, tape or perfect bind. We also do saddle stitched booklets.

9. Q - Do you print only for the university?

A - No, our services are open to the general public and local businesses.

10. Q - Which method of payment do you accept?

A - We accept cash, student cards, debit and credit cards (VISA and Mastercard).