

PALOH PRINT

Artwork Policy

Version 1.1

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Customer-facing requirements for print-ready artwork and file responsibility.



Artwork Policy

This policy explains artwork preparation, submission, checking and customer responsibility for files supplied to Paloh Print.

Important: Automated preflight supports checking but does not guarantee detection of every artwork issue.

1. Artwork Requirements

Customers must supply artwork that is suitable for the selected product and specification. Print-ready PDF is preferred.

- Use CMYK colour mode where possible.
- Use a minimum effective resolution of 300 DPI for raster images.
- Outline or embed fonts.
- Set artwork to the correct finished size.
- Submit one final approved artwork file for each required artwork slot.

2. Accepted Files

Accepted formats may depend on the product and upload workflow. PDF is preferred; other high-resolution production files may be reviewed when supported.

- Do not password-protect files.
- Do not submit incomplete working files unless requested.
- Keep important content within the indicated safe area.

3. Bleed, Crop Marks and Imposition

Paloh ERP may generate production bleed, crop marks and imposition according to the configured product workflow. Customers should still supply artwork at the correct size and with sufficient edge content for trimming.

4. Customer Review and Approval

Customers are responsible for checking spelling, names, contact details, dates, layout, orientation, quantities and product options before submitting an order.

5. Preflight

Automated preflight assists production checking but does not guarantee that every artwork issue will be detected. Paloh Print may contact the customer when an obvious issue requires clarification.

6. Colour and Screen Display

Colours shown on monitors and mobile devices may differ from printed output. RGB artwork may be converted for production, which can change colour appearance. Exact colour matching is not guaranteed unless a separately approved colour-matching service applies.

7. QR Codes and Barcodes

Customers are responsible for supplying QR codes and barcodes at adequate size, contrast and resolution. Customers should test encoded content before submission. Paloh Print does not guarantee readability where supplied artwork is unsuitable.

8. Intellectual Property

Customers must have the right to reproduce all submitted logos, photographs, illustrations, trademarks and other content. Paloh Print may reject artwork that appears unlawful, infringing or unsuitable for production.

9. File Storage and Retention

Artwork may be retained for order fulfilment, production support, reorders, audit and customer service according to Paloh Print operational and data-retention requirements. Retention does not guarantee permanent archival availability.

Policy administration

Paloh Print may update this policy when business processes, technology, service arrangements or legal requirements change. The version and last-updated date identify the currently issued document.

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Commercial printing and online ordering