

Design & Artwork

- We do not provide design or editing services.
- Customers must submit ready-to-print artwork.

Payment

- Payment via online bank transfer (instant transfer) only.
- Upload your payment receipt before confirming your order.
- Cheque payments: orders start only after the cheque clears.
- No payment upon collection — full payment is required before production.

Account Details: Glory Typeset Service Maybank – 5140 4881 3725

Cancellations, Refunds & Returns

- No cancellations, refunds, or changes after payment.
- Please check your artwork and order details before confirming.
- Cancellations are allowed if:
 - Artwork cannot be printed and no corrected file is provided.
 - Order not yet processed.
 - The item is out of stock.
- Returns accepted only if we delivered the wrong product.
 - We will replace or provide an alternative — no refunds.
- No returns for:
 - Minor print flaws (lines, stains, colour drops).
 - Hand-finished imperfections (cutting, gluing, etc.).
- File format: JPEG, PNG, PDF, AI, PSD, TIFF
- Colour mode: CMYK, actual size.
- Die-cut jobs: AI format with separate printing and die-cut layer
- We do not check artwork. You are responsible for:
 - Low resolution, missing fonts, wrong colour modes, small text, or spelling errors.

Colour Accuracy

- Colours may vary 10–20% due to printer and material differences.
- No refunds or reprints for colour differences.
- We do not provide colour proof checking.

Production Time & Delivery

- We aim to complete most orders within 2 working days, but delays may occur during peak times or bad weather.
- Uncollected orders after 14 days will be recycled.

Cut-off times:

- Monday–Friday: Before 5:30 PM
- Saturday: Before 12.30 PM