

**Confirm art is complete before creating PDF to upload.**

We are not able to create or modify your art file. Therefore, artwork must be complete before creating your final PDF for upload.

**Review our artwork specifications and product templates.**

We have provided the file requirements necessary for a successful upload and printed piece.

- View Artwork Specifications: [tog.ink/custserv\\_content.jsp?pageName=artwork\\_specifications](http://tog.ink/custserv_content.jsp?pageName=artwork_specifications)
- Review the product’s template, which is available on each product’s detail page.

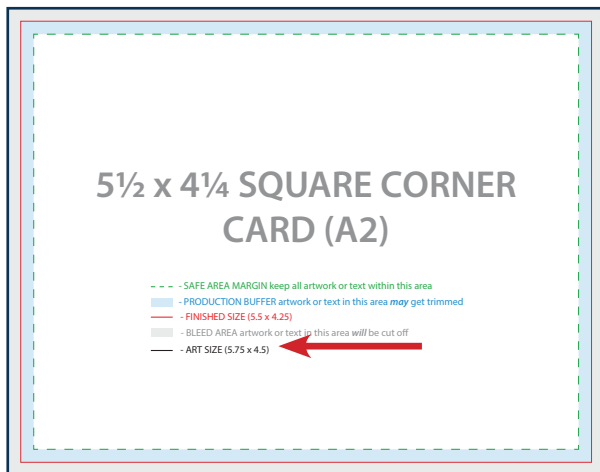
**Verify the file is in a PDF format.**

You will not be able to select other file types (like .jpg, .png, .tiff, .psd or .indd) when ready to upload.

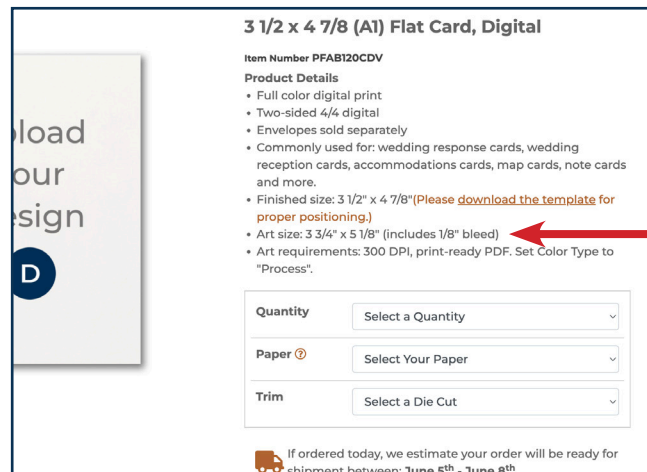
**Review Art Size vs. Finished Size.**

The Art Size is found within the product template or on the product detail page. Our Art Size is not the same as the product’s finished size.

- “Art Size” includes bleeds if bleeds are required.
- “Finished Size” indicates size of final printed product.
- “File Size” indicates how large the file is in terms of kilobytes (KB) and megabytes (MB).

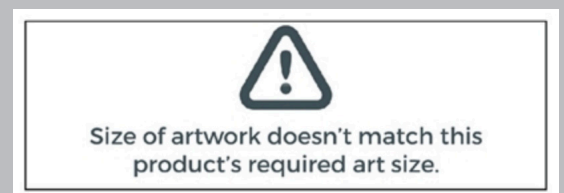


**Product Template**



**Product Detail Page**

**Did you receive this error?** Your artwork is sized incorrectly. Check the product’s detail page and/or template for the correct art size. **TIP:** Quickly check the art size by hovering in the bottom left of Adobe Acrobat. Art Size should match the PDF’s page size.



**Check the size of your file.**

For fastest upload times and best results, avoid large file sizes. **TIP:** Removing “Preserve Editing Capabilities” when saving will result in a smaller file size with high resolution for printing.

- We recommend a file size of 5MB or under.
- Our system can accept up to 50MB but the file will take longer to upload and may error out.

 **Check your color type based on your print processes.**

An incorrect color type setting will result in poor print quality.

- Digital and Sublimation Printing files should be set to “process”.
- Files for Thermography, Foil Stamping, Letterpress, Enhanced Foil, White Ink and UV Printing (clear stock) should be set to 100% black.

 **Create a file for each printing process.**

Items with two printing processes require two files for upload.

- Create one PDF per print process.
- Reference the product’s template when creating each PDF.

 **Check if your file names contain special characters.**

Any character other than a letter or number will cause the following error:

**Want more helpful advice?**

Read our Designing for Print footer page  
[tog.ink/designing-for-print](https://tog.ink/designing-for-print)

You'll find important information about font sizes, font lines, heavy coverage, press tolerance, registration and border artwork.