

FAQ

This is our general FAQ section. You can find more product specific information within each different section.

Q: What is the process of ordering labels?

A: You can start by submitting a quote request at our quote submission page or e-mailing inquiry@cruzlabel.com. Our sales rep will e-mail or fax you an order estimate to sign and fax back. The order goes through for sampling when you pay a deposit on the invoice. That's it! Please refer to the "How to Order" page for more details.

Q: How long after I e-mail Cruz should I expect a reply?

A: We will respond to your e-mail within 24 hours after receipt of your e-mail. In most cases, we respond within the same business day. If you do not hear from us in this time frame, please give us a call.

Q: What is your turnaround time?

A: We have a very fast turnaround time for all our labels. Please refer to each individual product page for more information. If you're in a real hurry, we also do expedite processing for an additional fee.

Q: What is your minimum?

A: We have very low minimums on all of our labels. Please ask your sales rep for more information.

Q: Do you match colors?

A: Yes. If you provide us with pantone color codes, we can match it in rubber, pvc and hangtags. We can also dye yarns to match the colors you want in woven labels. But most of the time our 1,000 different shades of threads come very close to your desired colors.

Q: Can you design a label for my company?

A: Yes, please refer to our design services page.

Q: Can I set up payment terms with your company?

A: Generally, we do not set up payment plans for our customers. All balances are due before your product is shipped to you.

Q: What kind of artwork does Cruz accept?

A: We prefer vector artwork (.AI, .EPS, or .PDF). We can also work with high resolution JPG files or Photoshop files.

Visit [Cruz Label](http://cruzlabel.com) For More Information.