

Frequently Asked Questions

Q.1) What items can I have made?

A.1) Anything! Legal, that can be delivered online or shipped via mail.

Q.2) When can I make requests?

A.2) 24 hours a day seven days a week, 365 days a year.

Q.3) I don't see the product I want made listed in on the Size Chart/Measurement Guide?

A.3) For all items and if the product you desire is not listed, simply measure all desired sides and angles, record, and include in your Creative Brief.

Q.4) I don't have any measuring tape?

A.4) Printable measuring tape can be found online to print and use at your leisure. You can also order measuring tape from us for future orders, on the Project Request Bank page of our website.

Q.5) What if I don't know how to take measurements?

A.5) The Measurement Guide provides beginner to advanced level instructions for how to measure. Even the most novice shall find measuring easy using this guide.

Q.6) What if I forgot to include some important details in my the create brief ?

A.6) No worries, simply e-mail us the additional instructions on the 'Contact Us' page. Please type "Additional Instructions" and your project name in subject title to ensure timely updates. If the additional specifications are received after the project has been mostly completed, they may not be applicable.

Q.7) I can't find my project in the Project Request Bank?

A.7) The Project Request Bank viewable to consumers, displays examples of project requests as well as products such as gift certificates, measuring tape, and free hand-written or typed letters. Yes, free hand-written or typed inspirational letters. All projects are held confidential from public view. Therefore, you may be as detailed and creative in your requests as necessary to obtain the ideal and most original item.

Q.8) How should I select a designer?

A.8) Designers have an opportunity to bid on your project immediately. You may allow us to match your specifications to the perfect designer's specialty or check out the Designer Portfolio page, decide on a designer and request them specifically on your Creative Brief. If you want more of a selection of bidders or high-end designers, you may want to bid a reasonable price to lure designers to your project.

Q.9) Can I return the product if it doesn't fit?

A.9) It is very important to take and supply accurate measurements and describe the desired finished product in great detail for error-proof work. If the product is not made to your satisfaction, let us know immediately so that we may facilitate a correction or full refund.

Q.10) What happens if no designers accept my project or offer amount?

A.10) We can help you to modify the request to make it feasible or provide a refund.

Q.11) How soon can I expect my order?

A.11) We use 2-3 day shipping as a standard. Therefore, you should receive your personalized package within 2 to 3 after it is completed. The time line of completion varies based on specifications requested, designer, and type of product requested.