

File loading issues?

We recently made adjustments to our system that enforces file sizes. These adjustments help keep orders accurate and maintain our fast turnaround time. If you are getting an error when you upload your file:

1. Check the document size/artboard is the same size as the card you are ordering plus .125" to all four sides. For example, a 5 x 7 card requires a 5.25 x 7.25 file.
2. If your file size and bleed settings are correct, there could be cropmarks on your file causing the file size difference. You can remove all Printer's Marks. PrintsWell applies specific cropmarks during processing, so removing them in your file will not cause any issues.
3. You may want to use one of our templates found by clicking the Need Help? button in the top right hand corner of the screen. We have IDML, AIT, PDF, and PNG version of our most common sizes, and file exporting instructions.

Look for this icon on the portal to find the templates or visit www.printswellfulfillment.com/help



Still having problems? Reach out to us, we are happy to assist you! Email fulfillment@printswell.com or call 205-588-4171.

Thank you for your patience!