

# **HP Commercial LaserJet and OfficeJet Custom Print Sample Request Procedure**

**Thank you for your interest in receiving a custom print sample for the HP LaserJet and OfficeJet printers. In order to provide you with the best service, please follow the below instructions. Turn-around time is approximately 7 working days if requested media is available in-house.**

**By submitting this form, you expressly agree to the terms and conditions set forth herein.**

## **To send Files:**

1. Fill out the form below: **NOTE: If the form is not completely filled out, it will be returned to the HP rep & customer or reseller.**  
Jobs will not be started until a complete form is received and the HP rep has approved.
2. Send completed form to: [mail@bigprintshop.com](mailto:mail@bigprintshop.com) and cc: your HP rep. Attach your files up to 100mb.  
**NOTE: Do not upload files to the Big Print Shop web site unless you have prior approval. Big Print Shop Web Site is not monitored by this HP program.**
3. **Be sure to include any special instructions when filling out the form.** Files will be printed in Best Mode unless otherwise specified.
4. If you want a sample printed on a 3<sup>rd</sup> party media, please send the media to Big Print Shop, 733 Ninth St., Benton City, WA 99320  
**Send at least 3 times the length/amount of media that is needed of the samples you are requesting.**
5. If you have any other questions, contact the Big Print Shop at 509-588-4417 or [mail@bigprintshop.com](mailto:mail@bigprintshop.com)

## **We can accept your custom print files in several formats:**

- **Adobe PDF:** If your document security is enabled, please ensure that printing is allowed at full resolution. If a password is required, please include that with your submission.
- **EPS:** This format is usually generated from Illustrator or Freehand. Please convert fonts to curves/outlines before saving the file as an EPS. This will prevent any missing font issues when we open the file. NOTE: A set point size for lines will remain at that point size when scaled up/down. It is best to send your EPS set up to the final desired print size so that you see what we see.
- **TIFF/JPEG/Photoshop EPS/Photoshop Native:** Most of the standard raster image formats are acceptable. HP recommends at least 150ppi images at 100% of the final print size for good quality results. There is no need to exceed 300ppi at 100% as there is no substantial gain in image quality beyond this 300ppi image resolution level. Please do not "Res Up" your images as this bloats the file and will not result in any additional print quality.
- **Adobe Illustrator, Photoshop POC up to CS4 and Micromedia Freehand version10:** Please specify platform and include all used fonts (or convert to outlines) and, linked graphics.
- **Microsoft Office Suite (including Publisher):** When printing from the Microsoft design software, the RGB colors you use when designing on your screen may not be accurately represented in the printed output. There are also several arbitrary size restrictions to keep in mind depending on the program used. If using Microsoft clipart, only use WMF images as most of them contain vector data that will scale with little loss in quality. Raster-based clipart will likely not contain the resolution level required for quality large-format printing.
- **GIS/Architectural/Engineering software packages: We do not have AutoCAD software...** If we are not able to open these files in their native formats it may be necessary to convert them to a more universal file type in order to correctly print your custom file. Please have ready a list of possible export options.

## **HP Commercial LaserJet and OfficeJet Custom Print Sample Request Program**

### **Terms and Conditions**

1. By submitting your print sample request and submitted content, you agree to permit HP and BIG Print Shop to view and use your submitted content to create the print sample(s) requested herein.
2. HP and BIG Print Shop may reject any request for a print sample in their discretion at any time and for any reason.
3. Quoted time to completion is approximate and non-binding on HP or BIG Print Shop, and neither HP nor BIG Print Shop will be liable for any costs or damages sustained in connection with your reliance on quoted completion times, including, but not limited to, lost business opportunity cost.
4. Big Print Shop will retain your submitted content for 30 days, after which time your submitted content will be deleted from Big Print Shop's systems.
5. HP and BIG Print Shop will use all reasonable means to preserve your submitted content and to protect such content from unauthorized exposure to third parties.

By submitting this form, you hereby agree to release and discharge HP and BIG Print Shop from any and all claims related to (1) any damage to or loss of your submitted content and/or any other materials, e.g. media, that you submit to HP or BIG Print Shop pursuant to his request, and (2) any unauthorized disclosure of your submitted content. You also agree to defend, indemnify, and hold HP harmless from all damages, liabilities, costs and expenses (including reasonable attorney's fees) arising out of or connected in any way to any actual or threatened lawsuit, claim or other legal proceeding alleging that your submitted content infringes any third party's intellectual property or is otherwise improperly shared or distributed.

Thank you,  
Big Print Shop

# HP Commercial LaserJet and OfficeJet Custom Print Sample Request Order Form

HP Contact (Required)		Date:	
Name:			
Phone:			
Email:			
File Name:			
HP Printer:			
HP Media:			
Special instructions:			

File Name:			
HP Printer:			
HP Media:			
Special instructions:			

File Name:			
HP Printer:			
HP Media:			
Special instructions:			

### SHIP TO ADDRESS

NAME			
COMPANY			
STREET			
CITY, STATE ZIP			
PHONE			

#### FILE DELIVERY INSTRUCTIONS:

Please do not upload to BPS Web site/This will cause a delay as that site is not monitored by our HP Department  
 Send form and files up to 100mb to: [mail@bigprintshop.com](mailto:mail@bigprintshop.com)  
 If you cannot email your file, Please contact us at [Mail@bigprintshop.com](mailto:Mail@bigprintshop.com) or 509-588-4417 and we will give you FTP site instructions.

#### MEDIA INSTRUCTIONS:

We carry several of the more common HP medias, but not all are available at BPS. If you know the name of the HP media, please specify.  
 If requesting prints on a 3rd Party media, please send appropriate amount with at least 3 times the length of your sample size.

BIG Print Shop \* [mail@bigprintshop.com](mailto:mail@bigprintshop.com) \* PH: 509-588-4417 \* PO Box 5080 \* 733 9th St. \* Benton City, WA 99320