

## Frequently asked questions

### How should I supply artwork to Heron Press?

Please supply your artwork as a high resolution PDF, including 3mm bleed on all edges and crop marks. We can also accept files in Quark, InDesign, Illustrator or Photoshop. If you have a detailed artwork question please call us 0121 457 4810.

### What is bleed?

Bleed is a printing term that refers to printing that goes beyond the edge of the sheet after trimming. The bleed is the part on the side of a document that gives the printer a small amount of space to account for movement of the paper, and design inconsistencies. Bleed ensures that no unprinted edges occur in the final trimmed document.

### What's your largest print area?

470mm x 660mm including bleed.

### What if I do not have artwork, what can Heron Press do for me?

If you do not have artwork our experienced design advisor are happy to discuss your individual requirements. To book a no obligation design consultation please call us 0121 457 4810.

### Can I open a credit account?

Yes, please call us 0121 457 4810 to arrange completion of our credit application form. You will be advised upon completion the outcome.

### Do trade customers receive discount?

All trade customers can receive trade discount, please call us to discuss further.

### I can find cheaper prices else where, why use you?

With Heron Press UK you will get a personal service, our sales team are based in West Midlands and are available Monday – Friday 8.30am – 5.15pm. We will advise you on your requirements with no strings attached. Further more each print job is treated individually allowing us to provide guaranteed delivery and quality.

### Where's my order?

Your order will be delivered within 5 days following your approval, please contact us and we will track this for you with our courier.

### Can I return my order after accepting delivery?

Every printed item is manufactured to order at our printing works in Rubery, Birmingham. If you do find fault with your order in anyway please contact us within 7 days of receiving your order and we will respond to your complaint quickly and arrange a reprint if required. If we get it wrong we will put it right. Should there be no fault substantiated we are unable to accept returns and process a refund.

#### Head Office:

59, The Avenue, Rubery Industrial Estate,  
Rubery, Birmingham B45 9AL  
Tel: 0121 457 4810  
Fax: 0121 457 4812  
sales@heronpress.co.uk  
[www.heronpress.co.uk](http://www.heronpress.co.uk)

#### Worcester Office:

12 Canalside Office Complex,  
Lowesmoor Wharf,  
Worcester WR1 2RR  
Tel: 01905 788 997  
worcester@heronpress.co.uk  
[www.heronpress.co.uk](http://www.heronpress.co.uk)

#### Malvern Office:

Unit 1, Harmac House,  
Chequers Close, Enigma Business Park,  
Malvern WR14 1GP  
Tel: 01684 577 237  
malvern@heronpress.co.uk  
[www.heronpress.co.uk](http://www.heronpress.co.uk)

