



Sales Support: 800.944.6281 309 Laurelwood Rd. Suite 20  
 Outside US: 408.350.3450 Santa Clara, CA 95054  
 Fax: 408.350.3100 www.sstgroup-inc.com  
 sales@sstgroup-inc.com

# Custom Media Request Form / Quote Request

Please complete and fax form to 408-350-3100. A SST sales representative will call to discuss your request.

Name \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Media Selection	Packaging Options	Quantity
<input type="checkbox"/> CD-R74 (650 MB)	<input type="checkbox"/> Standard Jewel Case	<input type="checkbox"/> 500 (minimum)
<input type="checkbox"/> CD-R80 (700 MB)	<input type="checkbox"/> Slim Jewel Case	<input type="checkbox"/> 1000
<input type="checkbox"/> DVD-R (4.7 GB)	<input type="checkbox"/> Cakebox ___50 ___100 pc	<input type="checkbox"/> 2000
<input type="checkbox"/> DVD+R (4.7 GB)	<input type="checkbox"/> Spindle Wrap (100 pc)	<input type="checkbox"/> 3000
<input type="checkbox"/> Blu-Ray (25 GB)		<input type="checkbox"/> Other _____
<input type="checkbox"/> USB-Flash Drive (4, 8 or 16 GB)		

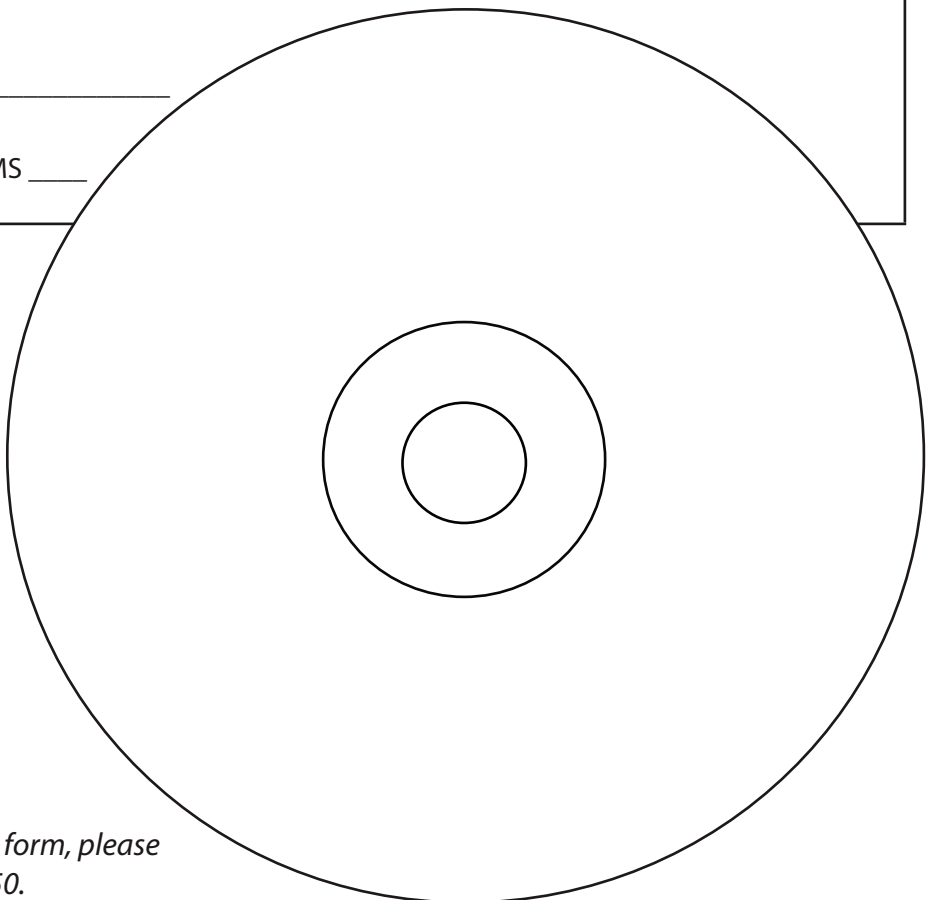
## Artwork

Background Color (if known)

White (recommended)  Other \_\_\_\_\_

Other Colors (if known)

PMS \_\_\_\_\_ PMS \_\_\_\_\_ PMS \_\_\_\_\_ PMS \_\_\_\_\_



Please indicate items/text you would like on your custom media by sketching or labeling them on the CD template included. ▶▶▶

The SST design team will work with you to create art as requested, but your company logo and any other artwork you provide must be submitted in the following formats:

- Adobe Illustrator (AI)
- Encapsulated Postscript (EPS)

If you need assistance with completing this form, please contact us at 800-944-6281 or 408-350-3450.

# Custom Media FAQ

## Order Info/Shipping

### What is the minimum order quantity?

Our minimum order for custom CDs or DVDs is 500 pieces.

### What is SST's Turn Around Time for My Order?

Most orders are shipped 7-10 days after final artwork is approved.

### How will my order be shipped?

All custom orders are shipped via FedEx or UPS ground. If you would like your order expedited, please let your SST representative know.

### How do I track progress of my order?

Contact your SST representative for updates on design and printing. You'll receive a tracking number via email once your order is shipped.

### Can I reprint my CD order in a few months? What is the lead time?

Since you are reusing your original artwork, your order will be shipped within 7-10 days, sometimes sooner.

## Artwork

### How can I submit my artwork for custom CD/DVD Printing?

Once you submit the order request/quote form and a design sketch, your SST design consultant will contact you with an email address or FTP site for sending artwork.

### What file formats do we accept for printing as artwork?

Vector graphics produce quality images, so in order to provide the best product possible, we ask for: Adobe Illustrator (AI) or Encapsulated Postscript (EPS).

### How much do you charge to create the design for the CD or DVD?

Our design consultants work with our customers at no additional charge. There are no design or set-up fees.

## Printing

### How many colors can I print on a CD?

Up to 4 PMS colors plus black or full color (CMYK).

### Can I print across the entire surface of the CD?

Yes. Select from non-hub printable and hub-printable discs that offer additional surface area for printing. There is no price difference.

### What method do you use to print on the media?

Silk screen or digital offset printing depending on the quantity and type of artwork. They both provide a superior image and durable surface.

### Do you print custom inserts or tray cards?

SST will happily print custom inserts or tray cards for media ordered in jewel boxes at an additional cost. Your design consultant will work with you, again, at no charge to help you turn your vision into a reality. We also offer a generic CD/DVD mailer with room for multiple CDs as well as a report.

### Can you print on customer provided discs?

No. We only guarantee the quality of our own media, and therefore, do not print on any other media.

## Media

### What types of media do you offer?

Please select from the following types of SST medical grade media:

CD-R74 (650 MB)

CD-R80 (700 MB)

DVD-R (4.7 GB)

DVD+R (4.7 GB)

Blu-Ray (25 GB)

USB-Flash Drive (4, 8 or 16 GB)

### Can I write on the CD or DVD surface?

Yes. A felt tip permanent marker is the best tool. Never use a ball point or hard point writing utensil as it may damage the disc.

### Is the surface waterproof?

Yes, both the silk screen and the offset printing surfaces are waterproof.