

## Order placement guidelines for duo.xpressions

1. FTP or email art files per the attached instructions
2. Email purchase order to Jim Gleason – [gleason@optimagfx.com](mailto:gleason@optimagfx.com). Please indicate for which kit # the skins are being ordered. If you are ordering individual skins for replacement or for a custom frame please indicate that as well so we can verify sizes. Also, indicate skin placement, skin size and other pertinent information.
3. Please include credit card information with your order.
4. Emily Scego in Tech support will review the art file and email with any question or problems. Emily's email is [emily@optimagfx.com](mailto:emily@optimagfx.com). You can also email Emily with any technical questions you may have.
5. Jim Gleason will email an order verification once the job has passed through technical support and is ready for production.
6. Please review the order verification for accuracy and email Jim if you come across any problems.
7. Job will be shipped via Fed Ex Int'l Priority (delivery time is 2 working days) or Fed Ex Int'l Economy (delivery time is 3-5 working days). A shipping verification will be emailed to you with tracking and shipping cost.