

Sinclair Computer Forms – Frequently Asked Questions

1. I have received my quote. Is shipping included?

Shipping is almost always included in our price. If for some reason we have not included it, it will show on your quote, just below the price as “extra”.

2. My customer has ordered a multi – part laser form that is numbered. I was told that the consecutive number will only appear on part 1. Why can't Sinclair print the number on subsequent parts?

Sinclair's standard process is to “crash” number. Because a multi – part laser form is all bond, there is no coating to crash. To number subsequent parts would require additional passes through the collator. When it comes time to collate the forms together, we have no way to monitor the numbering sequences beneath part one. If for any reason a number is skipped, the entire order would be affected. We therefore can only number part one.

3. I have never ordered from Sinclair. What are the terms of my first order?

Your very first order will be C.O.D. You may then apply for credit. Our accounting department will send you a credit application plus a PST form to establish terms.

4. What are the standard stub sizes?

On continuous forms, our standard left and right perfs are $\frac{1}{2}$ ". Our snap sets are produced with a $\frac{1}{2}$ " stub. They can also be produced as a glued set, without a stub.

5. I am in a huge panic for this order. How quickly can I get it?

For a slight up charge, we can ship out your order in 3 business days.

6. I am using Sinclair to typeset my order. When will it ship?

Day one of your order will begin after we receive your signed proof approval form. If the approval is received after 2 p.m., day one will be the next business day.

7. I have ordered an 8 x $\frac{1}{2}$ " x 11 cut sheet. Why does the order confirmation show a full size of 9 $\frac{1}{2}$ " x 11?

Depending on the quantity and type of order, we will run this form as continuous and trim it down to 8 $\frac{1}{2}$ " x 11 before shipping to you.

8. I have ordered a snap set job. The finished size is 11 $\frac{1}{2}$ " x 8 $\frac{1}{2}$ ". Why does my order confirmation show 12 x 8 $\frac{1}{2}$ "?

We actually run all snap set orders as continuous, then, trim down before shipping to you.

9. Can Sinclair print 4 over 4?

Unfortunately not. We are only capable of 4 colours maximum on one side, or, 2 over 2, or 3 over 1.

10. Can Sinclair print on coated stock?

Yes! We now offer coated stock. Call for more details.

11. When will my order ship?

We will fax you an order confirmation by the end of the first business day for your review. The ship date is found in the top right corner.

12. What if I don't receive an order confirmation?

Please call if you were expecting an order confirmation and don't receive one by the following business day. Perhaps our fax to you didn't transmit, or, we may not have received your order.

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13. I see the ship date on my confirmation. Is this the day I will receive the order?

The date shown on our confirmation is the date it is scheduled to leave our plant. If you are located within Ontario, you should receive your order the next business day. For other Canadian and U.S. destinations please call customer service for a more accurate arrival date.

14. I was quoted \$29.00 for Sinclair to typeset my simple form. Why did my invoice show a higher art charge?

We charge \$29.00 to typeset on side of a moderately complex form. Any authors changes will incur additional charges.

15. I would like my order drop shipped to my customer. Is there any reference to Sinclair on the labels or packing slips?

No. There is no reference at all to Sinclair. We use plain generic labels and packing slips. They will show from you, to your customer.

16. I would like to supply my own labels to ship to my customer. Is this possible?

Sure! Send in your pre-printed labels complete with shipping info with your order and we will affix them to the boxes before shipping them out.

17. Sinclair often offers specials throughout the year. How can I be kept up-to-date with these deals?

In order to stay informed, check our website frequently, sign up to receive our Sinclair E-Newsletter, read the banner on our quote form, or, check out our invoice inserts!

18. I really want to send this order to Sinclair, but, I have received a lower price elsewhere. Will Sinclair work with me?

Depending on circumstances and price difference, Sinclair will try to accommodate your request. Please contact Dawn at extension x230 for any special considerations.

RELIABLE
Your
Customer Service
Warranty