

Common Questions and Answers About Doing Business With Us

What size characters are available?

A 1/8" character is the smallest size we can cut. Any fractional or decimal size above 1/8" can be ordered. There is no maximum size. Multiple character sizes may be cut on the same stencil.

How large can my stencil be?

There is no maximum size (we have produced stencils 100' tall by 200' wide). We make custom characters, logos, designs, etc. for buildings, parking lots, athletic events and more. Stencils larger than 48" tall will be tiled and can be assembled in strips with supplied plastic fasteners.

Why is it important to specify the maximum space my custom stencil must fit into?

Stencils can be very deceiving. It is very difficult to calculate the overall length of a line of characters and most people underestimate this dimension. We have the ability to stretch and shape the text to ensure that it fits your project both horizontally and vertically the first time.

What if I want a certain typeface on my stencil?

We can modify any font for stencil use. We will insert appropriate connector bridges to hold the center of the letters in place. The standard setup charge for this is \$10.00 - \$15.00. See our font guide for our standard font selections that require no setup fees. We can also accurately reproduce most logos.

How long does it take to make a stencil?

Stencils containing standard fonts will usually ship same day if ordered by noon EST. Stencils containing custom graphics are usually completed within 1 to 2 working days after receipt of your proof approval.

How should I provide artwork for my custom graphic or logo?

Artwork can be supplied via e-mail. Our preferred format is a PC based .ai Adobe Illustrator file ver.10 or below or .cdr Corel Draw file ver. 10 or below. Images acquired from the Internet are UN-USEABLE and will not be accepted. BE SURE TO CONVERT ALL TEXT TO CURVES WHEN SAVING OR EXPORTING. Our e-mail address is: sales@stencilfab.com. If this is not possible you can fax a sample to us, however this will likely result in slightly higher artwork charges. If all else fails, you can even hand draw your design and we'll make it work. Camera ready art must be a maximum size of 8.5 x 11 inches. Business cards, printed items and art received via fax are not considered camera ready.

How will my stencil be shipped?

UPS ground is our standard shipping method. Shipping & handling charges are added to every order shipped. Anonymous drop shipping service is available at no additional charge.

Why do I need to fax my order to StencilFab?

Faxing your order improves spelling and layout accuracy and saves important resources like time, materials and shipping costs. StencilFab does not guarantee the accuracy of orders taken over the telephone.

Are there other charges?

We have a \$15.00 minimum order requirement. There may be a one time artwork charge of \$7.50 - \$30.00 (depending on complexity) for computer time required to convert logos, designs, etc. to graphics suitable for stencil use.

How can I pay for my stencil?

We accept Visa, Master Card, Discover and American Express. C.O.D. orders will be charged an additional \$8.00 (subject to change according to current UPS charges). An invoice detailing your charges will be faxed to you the day of order shipment.

Returns, warranty and buyer's remedies:

All items sold are warranted by StencilFab Corp. against failure caused solely by defective workmanship or material. In the event of any claimed failure of an item caused solely by defective workmanship or material, we will, upon return of such item, at our option, replace the item without charge or return to the buyer the price paid for such item. No item shall be returned to us without our authorization. Unauthorized returns and returns shipped freight collect or COD will be refused.

Each item depicted or described herein is not necessarily suitable for every kind of use and, therefore, StencilFab Corp. makes no warranty of any kind, express or implied; and any implied warranty of merchantability or fitness for a particular purpose is hereby disclaimed by the seller. StencilFab Corp. shall not be liable for any consequential damages, loss, or expense arising from the use of or the inability to use the goods for any purpose whatsoever. The remedies described herein shall be the buyer's sole and exclusive