

FREQUENTLY ASKED QUESTIONS

1.How to order a parasol?

Ordering a parasol is an easy process, keeping the following steps:

- **Select** a **size** and **shape** for the parasol.
- **Prepare** the design or **assign** the design preparation to us according to point 2.
- Order and we are going to send you the amount due for payment.
- Payment.
- We are going to send you the ready parasol **after 30 days**.

2. I would like to order a parasol. Can I provide a ready-made design?

Yes, you can.

You should download the cutting scheme of the selected parasol and apply your design keeping in mind the following notes:

- The ready-for-print files should be in ***.psd** format.
- The elements of the design should be on **separate layers**, in actual size with resolution **min. 100 dpi** and a color profile included.
- There should be a **separate layer** with **the needed loosening on each side** and an **available layer** with the used **cutting scheme**.
- The color of any element, which should comply with specified color, has to be set according to **Pantone Coated Book** and to be on a **separate layer**, so that it allows editing from our side.
- When preparing a **vector design**, the ready-for-print files should be in: ***.ai**, ***.pdf** or ***.eps** format
- The **size** can be in **scale ratio**. There needs to be a **color profile** included and the colors need to be set according to **Pantone Coated Book**.

3. I intend/ want to order a parasol. Can you develop the design for me?

Yes, we can. Our highly qualified designers are going to prepare the design in line with your requirements.

We recommend you **sending a logo**, image or other type of material in **proper size**. Write down your ideas and what are your expectations about the design.

The price for developing the desing is **15 euro per hour**. If the **total value** of the order **exceeds 2000 euro**, we are going to **refund** the **money** you paid for the design and the **design** in this case **will be at our expense**.

4. If I make an order, is it possible to get a color sample for approval?

We can provide you a printed **small model** of the segment of the parasol **for color approval**. The sample **costs 25 euro**.

If the order **exceeds 1000 euro** the colour sample is **free**.

5. I have an old parasol cover. Can I order a new one?

Yes, that is a great idea. The covers get easily worn-out and and have a shorter life-span than the metal constructions.

Replacing only the cover can lead to **significant cost savings**, not only because the cover is cheaper than the entire umbrella, but the **transport costs are much lower**.

When ordering a new cover follow these steps:

- Take **measurements** of the umbrella and send them to us.
- We are going to give you an approximate price
- If you approve the price, you need to **send us the old cover**, in order to take the **exact dimensions** and **cutting shape for the new one**.
- If there are significant deviations between the initially given and the actually taken dimensions, we are going to send you a new price.
- Final approval of design.
- Payment.
- We are going to send you the ready cover in a **period of 25-30 days**.

6. Is it possible to get the umbrella before payment?

No, you need to pay in advance. In case of ordering 1 or 2 umbrellas the payment is 100%.

If you are ordering more pieces you can pay 50% in advance and the rest before shipment.

If you have any questions, you can ask us on our email:

mail@beachsofa.com