

## Frequently Asked Questions

Contributed by Ray Venancio  
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### Top Questions for Customer Service:

Following are some of the more common customer questions at [allposters.com](http://allposters.com) . For complete customer help and updated information, please [click here](#).

What's the difference between a Poster and an Art Print?  
Why are some Art Prints more expensive than others?  
What if I cannot find what I'm looking for?  
What's an original movie poster & a double-sided movie poster?  
What does H/C, S/N, and S/N/L/E mean?  
How can I pay for an order?  
Can I use my bank/check card if it has a Visa/MasterCard logo on it?  
When am I charged for my order?  
Do you accept PayPal?  
Do you accept, COD, or wire transfers?  
Why can't I frame certain posters or prints I find on your site?  
How do I use a coupon or Gift Certificate?  
Can you frame or mount a print I already own but didn't purchase from your site?  
This is a gift, can I add a gift card & what if the package won't arrive in time?  
When I'm framing a print on your site, what does Crop & No Crop mean?  
How will I know when my order ships?  
This is a gift, is the recipient going to see the costs & can I

add a gift note?  
How is my order packaged?  
What if there's a problem with my order? How do I return it?  
Do you ship to my country?  
Is ordering from you on the Internet safe & secure?  
How can I order from you without putting my credit card on-line?  
What if I'm not satisfied with my purchase?  
How can I take my e-mail address off of your PosterClub newsletter?

What's the difference between a Poster and an Art Print?  
Typically, the art print is printed on a higher grade of paper so it is thicker and often provides more texture.

Why are some Art Prints more expensive than others?  
Most of the more expensive Art Prints, if they are not oversized, may be one or a combination of the following:

- Signed by the artist-The artist's signature appears on the print.
- Limited edition-The publisher or artist has released a limited amount of each print.
- Serigraph- An Art Print that is printed through a silkscreen stencil. Each color requires a separate stencil and is printed with higher quality of ink.
- Lithograph- An Art Print that has been produced by the process of putting designs or writing with a greasy material on stone, from which printed impressions are produced.

What if I cannot find what I'm looking for?  
For your convenience, we have several tools for you to browse our extensive

selection, peruse a particular category, or search for a specific item. We have created Galleries for each broad category. Within each Gallery, we often highlight New Arrivals, Top Sellers, & Customer Favorites.

#### 1- Know

what you like but need some ideas?

View the Category link on the left side

navigation bar on each page of our site. You can click on a Category link and view multiple subsets within that Category. For example, if you like Animals and click on the Animal Category link, you will see our selection includes everything from Armadillos to Zebras!

#### 2- Know what you are looking for?

Type a key word in the "Search" box and hit "Enter" or click on the arrow icon to the right of the box. The search will yield broad results for you to review since our search engine matches all images associated with that key word. For example, if you type the word "green" in the search box, we will give you the following results to choose from:

- Seth Green (1 images)
- Green Hornet, The (1 images)
- Green Goblin (4 images)
- Shawn Green (2 images)
- Green Bay Packers (7 images)
- Green Day (4 images)

If you still cannot find what you are looking for, it is most likely Out of Print and no longer available.

#### What's an original movie poster & a double-sided movie poster?

Generally, original movie posters have a limited print run and are only available for a short period of time. Original movie posters are often double-sided—with a mirror image of the print on each side.

#### What does H/C, S/N, and S/N/L/E mean?

H/C: A reprint of an original poster or print. The picture is printed in a black and white copy and then a professional artist hand-colors the picture. On occasion, the colors and shades may be subtly different from the original.

S/N: A print signed by the artist that colored the print.

S/N/L/E: A print that is signed by the artist that colored the print and is a limited edition.

#### How can I pay for an order?

During the checkout process, you will be presented with the payment options available to you based on your geographic location. Select the option that you are most comfortable with, provide us with the appropriate billing information and we will get your order off to you as soon as possible! The fastest and most convenient way to complete your order is by credit card.

- Pay
- On-line: Credit Card
- Pay by Phone: Credit Card
- Pay with
- PayPal

Can I use my bank/check card if it has a Visa/MasterCard logo on it?

Sure! Please remember, depending on your bank, an authorization on your card "holds" the funds and the amount authorized is not accessible to you.

When am I charged for my order?

You are charged when an item(s) ships to you. If you use a bank/debit card, understand that depending on your bank, an authorization on your card "holds" the funds and the amount authorized is not accessible to you and may appear as a "charge" in your account.

Do you accept PayPal?

Yes.

Just select the PayPal option at check out to make a payment using your PayPal account. This payment option is only available on orders with a shipping address in the United States, Australia, Canada, France, Germany and the United Kingdom on orders totaling less than US \$300.00.

Do you accept, COD, or wire transfers?

At this time we only accept credit cards (Visa, MasterCard, Discover and American Express) and checks or money orders drawn from U.S. banks and payable in U.S. dollars.

Why can't I frame certain posters or prints I find on your site?

The print or the combination of print, cropping, matting and molding is too big to frame. We can only frame combinations when the largest side is less than 114 centimeters and the smaller side less than 89 centimeters.

You can try to reduce the size

by:

- Cropping the print
- Removing mats
- Choosing a smaller molding

Selecting from our Oversized Mats

How do I use a coupon or Gift Certificate?

During the ordering process, on the "Please Confirm Your Purchase" page, you will see "Add Gift Certificate or Coupon Code"-enter your code in the box to the right.

You can

apply a single gift certificate and a single coupon to a single order; however, you cannot apply multiple Gift Certificates or Coupons to a single order.

Can you frame or mount a print I already own but didn't purchase from your site?

Sorry, this service is not available at this time.

This is a gift, can I add a gift card & what if the package won't arrive in time?

We do not offer gift cards or notes that can be enclosed in shipments or on packing slips, but we do have free E-cards! Simply find the image on our Web site and click on the "Send This Image as Free E-Card" link-you can use this free service to notify the recipient that the gift is on its way!

When I'm framing a print on your site, what does Crop & No Crop mean?

**CROP:** If you choose to use matting and your poster/print has a colored border it is typical to CROP the border and mat to the image edge. In such an instance the border and any associated text are removed, with the mat stopping right at the edge of the image. This means that the finished size will be smaller than the dimensions listed for the print.

**Matted to Image Edge**

**NO CROP:** If you choose matting and your poster/print has colored border, the border will show and your mat and frame will be fitted to the outside edge of the printed paper. This means that the finished size will be closer in size to the dimensions listed for the print.

**Matted to Print Edge**

How will I know when my order ships?

When your order ships, we will e-mail you a Shipping Confirmation. If tracking service is available, we include the Tracking or Airway Bill number in your Shipping Confirmation e-mail (if you do not receive a tracking or Airway Bill, then tracking service is not available for your package). Note that orders are shipped/delivered only Monday –Friday. Delivery estimates do not include weekends.

This is a gift, is the recipient going to see the costs & can I add a gift note?

The packing slip does not include any pricing information. The e-mail notifications, however, do reference pricing so if you are sending a gift, we suggest you do not use the recipient's e-mail address.

At this time, we do not offer gift cards or notes that can be enclosed in shipments or on packing slips, but we do have free E-cards! Simply find the image on our Web site and click on the "Send This Image as Free E-Card" link-you can use this free service to notify the recipient that the gift is on its way!

How is my order packaged?

The quality of your shipment is our priority and the materials we use to package our products reflect our commitment:

Rest assured, if your order contains a combination of these items, they will ship separately in the appropriate packaging, and you will not be charged additional shipping.

**Posters and Art Prints:**

Rolled with protective wrapping paper and packaged in a cardboard tube.

**Glossy Photos and Photo Cards:**

Packaged and protected in a flat 23 cm x 30 cm standard cardboard envelope.

**Decorative Mirrors, Canvas Transfers, Mounted Items and Framed Items:**

Covered with protective wrap and packaged in a durable cardboard box.

**Gift Packaging:**

Sorry, at this time we do not offer gift wrapping or gift message service. But, if you are shipping a gift, you may try what some of our creative customers have done: Add a small note in the SHIP TO NAME &/or ADDRESS Fields!

**What**

if there's a problem with my order? How do I return it?

AllPosters.com is committed to quality products and your satisfaction is 100% guaranteed!

Prior to returning any item(s) to

AllPosters.com, you must receive authorization from our Customer Service Department. To request authorization please send e-mail to [Requests@allposters.com](mailto:Requests@allposters.com) with the following details:

- Order #, First & Last Name. Item #(s) you want to return.

- Specify reason for return: damaged, received incorrect item or size, received duplicate item, quality of item not as expected, etc.

- Specify what action you would like us to take for you: Free Replacement or Refund?

- Wait for our Customer Service team to e-mail you with your Return Authorization & Instructions.

We strongly encourage you to return your item via a trackable method.

For International Returns, please contact Customer Support at [Orders@allposters.com](mailto:Orders@allposters.com).

Once we have received your returned item, we will notify you via e-mail of your refund. You can expect a refund in the same form of payment originally used for purchase within 14 business days of our receiving your return. If your return is not due to our error, we will deduct the shipping costs from your refund. If you used a gift certificate to pay for all or part of an item you want to return, that part of your refund will be issued as a new gift certificate reflecting a new total so you may use that balance on a future purchase. Please note, the original expiration date will still apply.

Should you return an order that

was placed using a promotional coupon, you will not be refunded for the amount of the coupon, as these discounts were deducted from the original purchase amount.

**Do you ship to my country?**

We ship almost everywhere in the world! When you are placing an order, on the "Shipping Information" page where you enter your name and address, you can select your country from the drop-down list. If your country is not listed, then we are unable to ship to that location.

Is ordering from you on the Internet safe & secure?

We guarantee your Security, your Privacy & the Quality of our products. In fact, to reflect our commitment, we have partnered with and have received both licenses and awards from the Better Business Bureau, the leading consumer protection advocate. To review our commitments, visit the Our Guarantees section.

How can I order from you without putting my credit card on-line?

Pay by Phone (Credit Card):  
Place your order on-line then call Customer Service to give us your Credit Card payment information. Allposters.com only offers off-line payment options to customers within the United States.

What if I'm not satisfied with my purchase?

AllPosters.com is committed to quality products and your satisfaction is 100% guaranteed!

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- Order #, First & Last Name. Item #(s) you want to return.

- Specify reason for return: damaged, received incorrect item or size, received duplicate item, quality of item not as expected, etc.

- Specify what action you would like us to take for you: Free Replacement or Refund?

- Wait for our Customer Service team to e-mail you with your Return Authorization & Instructions.

We strongly encourage you to return your item via a trackable method.

For International Returns, please contact Customer Support at [Orders@allposters.com](mailto:Orders@allposters.com).

Once we have received your returned item, we will notify you via e-mail of your refund. You can expect a refund in the same form of payment originally used for purchase within 14 business days of our receiving your return. If your return is not due to our error, we will deduct the shipping costs from your refund. If you used a gift certificate to pay for all or part of an item you want to return, that part of your refund will be issued as a new gift certificate reflecting a new total so you may use that balance on a future purchase. Please note, the original expiration date will still apply.

Should you return an order that was placed using a promotional coupon, you will not be refunded for the amount of the coupon, as these discounts were deducted from the original purchase amount.

How can I take my e-mail address off of your PosterClub newsletter?

If you are no longer interested in allposters.com PosterClub newsletters or other special announcements, you may opt-out of receiving these notices by e-mailing them at: [Requests@allposters.com](mailto:Requests@allposters.com). Unless you ask to, allposters will never contact you for any other reason than to complete your order.