

FREQUENTLY ASKED QUESTIONS

Book Specifications

Can I have a customized packaging?

Yes, let us know what design you have in mind, it will be advisable to provide us a CD or softcopy of the packaging visual you require, and subsequently, our sales and marketing team will call you and meet up with you ASAP to discuss further.

Can I order books and calendars other than the specific sizes?

Yes, kindly contact our Customer Service at cs@myflippix.com.

Can I see a sample proof print before final production?

You may generate an e-proof from the myflippix! Maker software. You are advised to always preview your e-proofs prior to placing an order because what you see is what will be printed.

Do you provide personalize services to design photobooks?

Yes, one of our core services is offering personalized imagebooks and customized packaging. Again, please contact us at cs@myflippix.com

Is there any rule-of-thumb for designing photobooks?

We have our set of templates built into our myflippix! Maker software, however, we always encourage your creativity, making your own "one of a kind" imagebook is a special experience.

What type of paper do you use to print the photobooks?

We use only digital printing approved acid free paper which is certified to print and bring out the best color gamut and stability from the HP Indigo 5500 Digital Press.

What's so unique about myflippix that others don't already have?

Our vision is to help you to create your own unique imagebook and to express your ideas, thoughts and memories. Our priority is to produce high quality imagebooks using only the highest quality materials. Our creative team will assist, advice and develop your ideas to reality. Our service focus on :

- Fast and Efficient (within 24 hours), Informative and Friendly Response,
- Providing on the spot solution whenever possible, and
- We understand that every customer has his/her own requirements and solutions, we strive to provide these services to you.

Printing Technology

How can I be sure that my repeat order will look the same as my earlier order?

Our printing workflow is fully color managed with ICC profiles and recalibration is performed regularly with the same substrates to ensure color consistency. However, a slight color variance is possible because of environment changes in terms of temperature and humidity fluctuation which is beyond our control.

How can I be sure that your prints matches the colors that I see on my monitor?

Most digital cameras today have options to embed sRGB or Adobe RGB color profiles with pictures taken. Our workflow can accept image files with embedded color profiles to simulate the colors of your digital camera. However, we cannot assure that the colors would match what you see on your monitor because all monitors are not calibrated equally.

How long can the prints last?

The prints will last a lifetime if the photobooks are well kept and stored away from harsh environmental effects.

What do you use to print your photobooks?

HP Indigo 5500 Digital Press, the best available digital offset press today that prints with liquid inks providing wider color gamut and up to 7-color printing.

Why doesn't the pictures look sharp in my photobook?

The quality of print is highly dependent on the source image file quality in terms of resolution as well as photography skills. The printing process does not alter the image file quality.

Finishing

Can I choose a different type of covering for my hardcover?

Yes surcharges will apply. However due to certain constraints of certain material, we will not recommend finishing that doesn't look aesthetically good. Kindly contact our Customer Service at cs@myflippix.com This e-mail address is being protected from spambots. You need JavaScript enabled to view it for customized coverings.

I like your premium packaging. Can I request for a customized version?

Yes, your design request must be submitted with graphics/ pictures via email or CD. We would also encourage you to speak to our sales and marketing team personally on the design that you are looking for. From there you will be informed of the viability of the packaging, again surcharges apply.

Since your finishing is handmade, how can I be sure that it will last?

Every photobook is scrutinized one final time prior to delivery by our QC team. Photobooks that do not pass our internal QC procedures will be reprinted and in such events, the customer will informed accordingly of any potential delay.

What type of binding do you offer?

Perfect binding, side-stitch binding, saddle stitch binding and wire-o binding.

Order & Payment

Can I get a volume order discount?

Yes you can, kindly email us for quotation on large orders at cs@myflippix.com

Do you accept international orders?

Yes, we accept orders globally.

How can I be sure that my payment has gone through successfully and my order will be processed?

You will received payment confirmation email from iPay88 upon successful remittance of payment. You will also receive a separate email from myflippix! Customer Service confirming receipt of your order.

How can I be sure that my payment information is secure?

All online payments are processed by Mobile88.com Sdn Bhd via their iPay88 payment gateway which complies to PCI Data Security Standard and ISO 17799:2005. The name of Mobile88.com will be shown on your Credit Card / Bank Statement and you will also receive a notification e-mail from iPay88.

How do I check the status of my photobook order?

You may check your order status at <http://orders.myflippix.com> or <http://orders.myflippix.com/branding/myflippix>

I had an internet interruption during my ordering process, what should I do?

Kindly click the "Order" button again in the myflippix! Maker software and follow the on-screen instruction to re-order. If you have paid earlier, you will receive confirmation emails and the file uploading process will begin.

I had an internet interruption while uploading my files, what should I do?

Kindly click the "Order" button again in the myflippix! Maker software and the uploading process will resume from where it left off before.

What currency do you transact in for international orders?

As of now, our base selling currency is in Ringgit Malaysia (MYR). You will be charged at your local currency of the equivalent value for the product in MYR. We are in the progress of integrating Paypal as our international online payment gateway.

What mode of payment do you accept?

We accept all major credit cards and online banking. Cheques are also accepted but orders will only be processed upon cheque clearance.

Shipping

How can I be sure that my photobook will not be damaged while in transit?

Myflippix! guarantees all photobooks sent to you is in mint, proper and original condition. We take every effort to packaged it accordingly and fit for delivery, however we cannot control the handling of your shipment once it has been shipped out of our facility. If you are not satisfied with the photobook upon arrival please contact us at cs@myflippix.com This e-mail address is being protected from spambots. You need JavaScript enabled to view it. Refunds/ replacements of any kind is solely at myflippix! 's discretion.

How do I know if my photobook has been delivered?

You may check your order status at <http://orders.myflippix.com> or <http://orders.myflippix.com/branding/myflippix>

How long does it takes for me to receive my photobook?

You will receive your photobooks within 5 working days for domestic orders and 7 to 9 working days for international orders.

How much extra do I need to pay for international delivery?

There will be no extra charges for orders within ASEAN. However, a shipping fee of RM50 per imagebook is chargeable for all other regions.

What delivery service do you use?

We use only established courier service providers, Skynet for domestic orders and DHL or TNT for international orders.



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