



:: FAQ

## Frequently Asked Questions

**1. How many characters can we fit on a brick?**

The number of characters depends on the size of the brick. A character means any letter, number, space or punctuation mark.

4 x 8	21 Characters per line, 18 recommended
6 x 6	16 Characters per line, 12 recommended
8 x 8	21 Characters per line, 18 recommended
12 x 12	25 Characters per line, 23 recommended

**2. How many lines can we place on a brick?**

The number of lines depends on the size of the brick.

4 x 8	4 Lines, 3 Lines recommended
6 x 6	6 Lines, 5 Lines recommended
8 x 8	8 Lines, 6 Lines recommended
12 x 12	12 Lines, 10 Lines recommended

**3. What type of font can we choose on the brick?**

You can choose any font you like; however, the majority of our customers use Helvetica since this font engraves and looks the cleanest. We also recommend that you use all capital letters but are happy to engrave in upper/lower case.

**4. How do we give you a logo and what is the price?**

Logos should be sent to us in "camera ready" format. The one-time charge for the logo engraving set-up is fifty dollars. Once we have the logo in our system, the engraving charge for the logo on a brick/tile will be an additional eight to twelve dollars (Depends on the detail of the logo).

**5. Do you have any stock symbols and what is the price?**

We have a list of stock symbols that you can choose from; each logo is an additional eight dollars.

**6. What process do you use to engrave bricks?**

The process we use to engrave our bricks is sandblasting. This process is one of the oldest processes and allows us to provide a deep engraving process.

**7. What is the difference between sandblasting and laser engraving.**

The process of sandblasting allows us to engrave the brick/tile deeper than the laser process. The other advantage of sandblasting is that no fill is needed. With the laser process, the engraving becomes burnt which is why all of the companies that use lasers cannot engrave bricks without any fill. Even though there is no additional charge to fill in the engraving, ninety-five percent (95%) of our customers prefer their bricks not to be filled. Additionally, when using the laser process, the engraved areas cannot be painted different colors.

**8. How do we decide if the bricks/tiles should be filled or painted?**

Having bricks/tiles filled or painted is a preference based on aesthetics. If you are placing bricks/tiles on a walkway and want people to notice the walkway first and then the inscriptions, you would not want to have the engraving filled or painted. If you want people to notice the inscriptions first and then the walkway, you would fill or paint the bricks/tiles.

**9. If we paint the bricks, can we choose any color?**

Yes, that is why we recommend the painting process; we have many colors to choose from.

**10. What is the additional price to have bricks/tiles filled/painted?**

There is no additional cost if you would like the bricks/tiles filled. Our pricing structure is open to everyone, please go to our pricing page to view our prices.

**11. Do you have a minimum order?**

No. We do not have a minimum order; however, there is a fifteen dollar additional fee for any orders that are less than ten. For the first order of any customer, the order must be at least 25 engraved bricks/tiles.

**12. How should we send you the orders?**

You can send them by e-mail, fax, mail, or input your order directly by going to our Online Ordering page. The Online Ordering System we have developed will allow you to input your bricks

**13. How does your Online Ordering System work?**

We are the only brick engraving company to offer a free Online Ordering System with easy menu driven order entry, coupled with the ability to print detailed reports, proof sheets and invoices at any time. By using a password protected secure log-in your donors' bricks can be entered as they are sold or the entire order can be entered all at once. The ability to enter the bricks as they are sold is one of the key time saving features of the system. When the order is complete and ready to send all it takes is just one click. Additionally, all of the donor's information such as street address, phone number, e-mail address, and how much they donated for each brick can also be entered. This information appears on a Donor Information Report for viewing on screen or printing. Since all data entered by you for your customers will always be stored on-line; all orders, proof sheets, invoices and reports may be reviewed and/or reprinted at any given time. Also, by being a web based system all information is available to you anywhere you have internet access.

**14. If we e-mail, fax or mail our order, should it be in a certain form?**

We are happy to receive the order whichever way is easiest for you. Since we send you a proof sheet, if we have trouble reading what you send us, you will have the opportunity to make any changes before the actual engraving begins.

**15. How long does it take to receive the order?**

Once we receive the names from your organization, we will convert the information into our system. Within 48 hours of receiving the order, we will send a proof sheet. Once we receive an approved proof sheet, we will send the order out within two to four weeks. If a quicker time is necessary, you can write that on the proof sheet and we will make every attempt to have your order at that time.

**16. What is the shipping charge?**

Shipping is included in the brick price.

**17. Do you charge sales tax?**

By law, we are required to charge sales tax; however, if an organization has a sales tax exemption status and has the certificate issued by their state, they only need to send us a copy of the certificate and we will exempt them from sales tax.

**18. Do you guarantee your work?**

Yes, you can return any brick or tile if it is chipped, cracked, broken from shipping or if any error is made from the approved proof sheet to the actual engraving for up to seven days from delivery. We guarantee the engraving for life.

**19. Can you give us advice on how to start the program?**

Yes, first you need to determine where you want the bricks/tiles to be placed (i.e. wall, ground, walkway, park, fountain, etc.). Next, you will need to determine what type and color brick/tile you feel would look best (You can view our products on the Products page). After figuring out the where and what, call or e-mail us and we will help you with the how.

**20. Can you help us by providing some Getting Started information?**

Yes. We have designed a package that will take you step by step in learning how to start a brick campaign. If you e-mail us, we will send you the password protected link within our web site with all of the information you will need.

**21. How do we design our order form?**

If you need help designing an order form, or advice on the fundraising campaign itself, we can give you some suggestions and examples. Please contact us for additional information.

**22. Can you help us on how to install the bricks?**

Yes. Although we do not install bricks, if you e-mail us, we can send you brick laying information that should be useful.

**23. We are located far from you, does that matter?**

No. We are located in Miami, Florida and not only do we distribute all over the United States, we distribute to different countries throughout the world. Even if we were located within your state, we would still have them delivered to you through a shipping company (UPS, Federal Express, Freight Forwarder) and remember, shipping is free (within the U.S.) so distance does not play a factor in the price you pay for bricks.

**24. Do you have a toll free number?**

Yes, feel free to call us toll free at 1-877-41-BRICK (27425).