

Frequently Asked Questions

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. We provide the most characters and lines in the business.

4 x 8	21 characters per line,	18 recommended
8 x 8	21 characters per line,	18 recommended
12 x 12	25 characters per line,	23 recommended

How many lines can we fit on a brick?

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

4 x 8	4 lines,	3 recommended
8 x 8	8 lines,	6 recommended
12 x 12	12 lines,	10 recommended

What type of font can we choose on the brick?

You can choose any font you like; however, by default, we use Helvetica for our sandblasting process and Duolos SIL for our laser processing since these fonts engraves and looks the cleanest. We also recommend that you use all capital letters but are happy to engrave in upper/lower case.

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 five dollars.

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 five dollars.



What process do you use to engrave bricks?

The process we use to engrave our bricks is both laser (Perma-Grav™) and sandblasting. Perma-Grav™ is a patent-pending process that produces the ultimate in durability for brick engraving. Perma-Grav™ was developed and tested in the most rigorous environments and is proven to be a great option. Sandblasting is one of the oldest processes and allows us to provide a deep engraving process. Sandblasting has been around since the 1800's and is still the preferred way with many monuments and grave stones. We offer a lifetime guarantee with both of our processes.

There is a local company that engraves bricks - why shouldn't we use them?

You should be comfortable in knowing that your engraving company will always be around. After 25 years in the business, we have a track record. With a brick campaign, you will want to order bricks as the years go on; we have many customers that are using us because their local company has gone out of business. Also, you will not find a local company that offers all of our free [services](#) to help you have a successful campaign. Finally, your local company cannot invest in the proper machinery it takes to make your bricks last.

There are a lot of brick engraving companies - why use yours?

First and foremost, customer service! We feel, and our customers know (read our [testimonials](#)) that our company strives to give you the best customer service of any other company; not just engraving companies. We will walk you through your entire campaign until the time that you receive the bricks. We provide you with the right tools - Getting Started Guide, Order Forms, Online Ordering System, Create a personalized Secure Donor Site for your donors to place their orders and more. All of our additional services are free; we want your campaign to be a success. Last but not least, quality. Our bricks are engraved to last a lifetime and we guarantee the life of the bricks.



Can you engrave our existing bricks?

Most probably. We do not engrave on-site (and do not recommend it - won't last without high-powered machines) and it would not be cost effective for you to ship us your bricks; however, if you send us a picture or sample of the brick, we can provide it to our distributor to find a match.

What are your prices and what costs are not shown?

We are the ONLY brick engraving company to show you the TOTAL COST of our engraving process. All [pricing](#) includes the brick, engraving AND shipping; there is no additional cost with the exception of logos. If any order is less than 10 bricks, there is just a \$15 fee (total, not per brick). All of our [services](#) offered are free.

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. Most companies will have you pay a premium price if ordering under 100 bricks (even for re-orders).

How long do the brick orders take to process?

our "standard" turnaround time is 2-3 weeks; however, if you need them by a certain date, we'll be more than happy to accommodate you. We can process within a few days if requested (no rush fee added).

Do we have to sign any contracts with your company?

No; some other engraving companies will have you sign an exclusive contract (normally for one year). Since we know that you will be happy with our product and service, we do not feel there is a need to "lock" you into buying from us; however, we are happy to prepare a contract should your organization desire one.

How do we decide if the bricks/tiles should be filled or 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.

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 - whichever way is easiest for our customer! The Online Ordering System we have developed will allow you to input your bricks as you sell them or all at once.

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.

How does your Online Ordering System work?

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. The system also allows you to check the status of your order and give you the ability to pay electronically. Also, by being a web based system, all information is available to you anywhere you have internet access.

Are your free Donor Sites secure sites?

Yes. Originally we made sure that only the payment information was on our secure server but as of February 1, 2009, all of the information inputted within our Donor Sites are sent through our secure server.

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 24 hours of receiving the order, we will send a proof sheet (unless you are using our [Online Ordering System](#)). 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.

What is the shipping charge?

Shipping is included in the brick price (Within the continental United States).



Do you charge sales tax?

If you live in Florida, currently a 7% sales tax is required by Florida's Department of Revenue. If you are across state lines, no sales tax is required.

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 brick and engraving for life.

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.

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.

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 suggestions and

examples. We can provide templates that will make it easy to input your organization's information. Please [contact us](#) for additional information.

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.

We are located far from you, does that matter?

No. We are located in Miami, Florida and we distribute all over the United States (we also 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.

Do you have a toll free number?

Yes, feel free to call us toll free at 1-888-MY-BRICK (888-692-7425).