

Help - FAQs

Need some help? Check out our list of FAQs. If you still can't find the what you're looking for, simply call us on 00902164206674 or send an e-mail to info@medepsilon.com

Which base colours are bags available in?

We have 30 colours to choose from, including black. For orders of over 1,000 units you can chose from any PMS colour.

How do I get a quote?

You can choose the bags you like from our catalogue or send us a picture of your sample. Then it is important to let us know; how many colours you would like printed, printing method, bag extras (ie zips, sizes of bag, etc) and quantity required. You can send us e-mail or give us a call with all the details. We will return within maximum 7 hours.

Can you prepare an artwork for my sample?

Yes we prepare artwork of your required sample with your designs in PDF or JPEG format for your confirmation or amendments. This service is free of charge.

Can you produce a sample for me?

Yes, we prepare physical sample for final approvement before production. It is important to let us know as many details of the sample as possible, or you should have confirmed the artwork first.

How long will it take to get a personal quote?

For bespoke quotes, we aim to respond within maximum 7hrs.

Can I amend or cancel an order once it's placed?

As with all bespoke items, you must let us know about any changes before the bags go into production. Generally, one or two minor changes are permitted to the artwork layout after sign-off and before production. If a high number of changes are required a charge will be incurred for time and labour.

Can I order from any country?

Pentapromotionbag is based in Turkey. Near 100% of our products are exported to Europe, Middle East, and USA. We can arrange deliveries to some other countries - just let us know where you are based when you ask for a quote so that we can give you the right shipping rates.

Which shipping methods can we work with?

We work with truckshipment, airshipping or courier (DHL, TNT, UPS).

How long will I have to wait for my promotional bags once my order is placed?

Production for bags made of our stock fabrics take around 5-7 working days from artwork approval. If you have ordered a special bag, production of your order will take between 1-3 weeks. You should add the time for delivery depening on which method you choose. If you have a tight deadline you need to meet please give us a call on 00902164206674 to discuss the best options for you.

What type of file should I provide artwork on?

Ideally, artwork should be provided in high-resolution EPS, JPG or PDF files. Files should be a minimum of 180 dpi, maximum of 300 dpi.

How much does delivery cost?

Costs will depend on the size of your order and the delivery method required. Generally, the quicker the delivery method the more expensive it will be. We will provide full shipping costs with your quote.

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