

Design and Solution Centers (DSC)

Customer Sample Process and Information

Just Ask. We'll make your project come to life.

Want to turn your ideas into reality? Our team of project specialists can take your concept and turn it into a completed product.

Not sure what you're looking for? Just Ask.

We're here to [answer your questions about paper, packaging, and so much more.](#)

Hours of Operation

Cincinnati & Detroit: (Monday – Friday) 8:30 – 4:30

Cleveland: (Monday – Friday) 1:00 – 4:30

Sample Cut-Off Time is 2:30 PM EST

DSC Locations

Cleveland: 6800 Grant Ave, Cleveland, OH 44105

Cincinnati: 1900 River Road, Cincinnati, OH 45204

Detroit: 47440 Michigan Avenue, Suite 140, Canton, MI 48188

DSC Contact Information

Cleveland Samples: SamplesCleveland@millcraft.com (samples@millcraft.com)

Cincinnati Samples: SamplesCincinnati@millcraft.com

Detroit Samples: SamplesDetroit@millcraft.com

Visitations

- WALK-INS are welcome, but appointments are PREFERRED. Please contact your Millcraft Rep to schedule an appointment. Don't have a rep? Email us at justask@millcraft.com and a member of our team will be in touch with you.
- Open Design Center Hours are available the second Wednesday of each month. Sign-up to receive more information by emailing justask@millcraft.com.

REQUEST PROCEDURES

- 1) **FILL IN SAMPLE FORM:** Any and all sample requests should be filled out through our sample request form located at: <http://www.millcraft.com/sample-request/>
 - a. This can also be found by going to <https://www.millcraft.com/>, scroll to the bottom, choose "Request Samples".
 - b. NOTE: As of July 1, 2019 all requests must start with the online sample request form.
- 2) In the case that you MUST email additional details or attached reference files for a request:
 - a. Email your designated Design Center -- **DO NOT COPY** any other locations (to prevent duplication). If a DSC is closed, coverage will be provided.
 - b. Be sure that ALL information is clearly stated/attached and complete to prevent confusion and wrong samples. Incomplete requests will result in delay.
- 3) Inventory/Non-Inventory that are in-stock items (note: this will vary amongst each DSC)
 - a. Standard sample sheet sizes are: 12.5 x 19, 12 x 18, 13 x 19, or 8.5 x 11.
 - b. Envelopes requiring mock-ups are limited to 2 each.
 - c. Mill swatchbooks are limited to 5 per request.
 - d. Pressure sensitive stocks are available, but additional information may be required.
 - e. Non-stocking inventory will require shipping time from the mill.
 - f. Shipping costs may be incurred.
- 4) Sample Cut-Off Time is **2:30 PM EST CUT OFF** time for same day ship on inventoried items/mock-ups.
- 5) Mock-ups & Full Size Sheets:
 - a. Timing and availability will be communicated by your assigned DSC and will vary based on number and complexity of the request.
 - b. Quantities and sizes of these may be limited due to mill availability.
- 6) Swatch Cabinets:
 - a. To request a cabinet, please fill out the form located at: <http://www.millcraft.com/sample-request/> or contact your Millcraft Rep.
- 7) Quantities & Fees for Samples and Mock-Ups: **The allotted amount of "no charge" flat sheets is up to 10 and mock-ups up to 5.** Anything over this amount will be forwarded to your Millcraft Rep for discussion and validation of the job. Requests outside of this are subject to a fee or sample order charge.
- 8) Important Notes:
 - a. Shipments that require UPS/FedEx will require a customer UPS or FedEx number.
 - b. Once your request has been submitted, an email confirmation will be sent to the email provided on the online form. Your assigned DSC will update with availability and estimated completion time.
 - c. Questions? Contact your Millcraft Rep or email justask@millcraft.com.