

Production Q&A

Q. Do you have a minimum order quantity?

A. *The minimum is just one sheet of the selected board.*

Q. Do you charge extra for packaging and delivery?

A. *We securely band and wrap every job at no extra cost. We also do not charge any extra for our delivery service.*

Q. Can you cut any sheet material and any thickness?

A. *Yes, we can cut any sheet material including MFC, MF MDF, Plywood, Veneers, Eurolight and OSB. Some products may have other restrictions, so please always check with us first.*

Q. Can you edge these materials too?

A. *Yes, as a general rule but only up to 2mm thick tape. Some products may have other restrictions, so please always check with us first.*

Q. Do you have a drilling service?

A. *No.*

Q. Can you cut shapes such as curves, circles or angles?

A. *No, we cut only straight sided, right angled panels.*

Q. Can you process any specialist edge tape?

A. *Yes, though work requiring the 3D (2in1) ABS tapes may require additional processing time.*

Q. With the recent investment in new machinery, what is the maximum lead time for a Cut only job?

A. *3 working days standard (may be quoted up to 5 days for larger orders).*

Q. What is the maximum lead time for Cut and Edge jobs?

A. *5 working days standard (may be quoted up to 7 days for larger orders).*

Q. Can you offer a labelling service on panels?

A. *No, as a general rule, however we can offer a quote for this as an extra service.*

Q. What is the best way to submit my cutting list?

A. *Send your enquiry to us via fax or email. We are unable to process verbal enquiries accurately.*

Q. What information must I include to gain an accurate quote?

A. *We need: Board thickness, board décor (e.g. Woodgrain, Plain), edge tape thickness, edge tape position (e.g. One Long, Two Long), finished sizes and number of pieces per size.*

Q. Is there a minimum and maximum panel size you can process as Cut and Edge?

A. *This can vary with the product selected, so please always check with us first.*

Q. Can I have my offcuts delivered with my order?

A. *Yes, but you must state this requirement clearly when you confirm your order with us.*