



Maker Quality Paper

Description

If you are a customer this document will allow you to have confidence.

If you are a maker, this document will help you provide excellent service: quality printing and effective communication.

The maker must accept and respects the document in order to ensure excellent feedback and consequently constant requests.

Your Profile

Enter all the details in your profile: printers, materials, and various shipping and labor costs. The more details you provide on the platform, the more detailed the quote generated by our algorithm will be.

Remember to always keep your profile updated: if you no longer have a material, deactivate it to avoid that a customer may ask you for a print job that you cannot do, as well as a printer that is out of order.

Response to request

When a customer asks you for a print you will have 24 hours to accept or modify the request. Responding quickly is a sign of seriousness and availability. If for any reason the customer's request does not comply with the rules or you simply had an unforeseen event and you cannot guarantee a compliant print, refuse the request giving a clear and polite reason.

Your price

DDD automatically calculates the price of the print job thanks to an advanced algorithm that takes into account all the data you entered such as the power of the printer, labor costs, etc... If you don't think the price of the print request is reasonable, you can change it, which will give the customer 48 hours to accept your counterproposal. When you change the price, clearly explain your reasons for doing so.

Engagement

If you agree to print a piece, barring any mishaps, you will have to follow through on your commitment. The customer has selected you because they believe you are the best possible choice, don't let them down!

Unforeseen events happen, we know, that's why we have provided a "loophole" to protect you. In some moments you will be able to cancel the processing through a special button. If you don't see it, it means that it's not possible at that specific moment, so you'll have to continue as planned.

If you have to cancel a production, inform your customer by giving a clear reason: the more eloquent you are, the more you will help the customer to request the printing to another maker by correcting the request.

Reviews

Upon completion of the order, the customer will be asked to evaluate:

1. the printing quality;
2. production timing;
3. post-production.

The rating will be indicated in points from 1 to 5 and the average of all the votes you have obtained will be shown to the customer in the selection phase. So try to make a good impression!