

Q & A

About Specifications

Q. What kind of images are suitable for collotype that can be printed in monochrome/one colour?

A. Collotype is a printing process that can beautifully render light shades and pencil strokes. Images with a little contrast or clear motifs can also be beautifully reproduced.

Q. What kind of ink do you use?

A. Collotype ink is a very robust oil-based ink that contains linseed oil as its main ingredient and up to 60% pigment. The inks are well formulated by ink craftsmen and have excellent durability, lightfastness, and archival properties. The print will be delivered to the customer after it has dried thoroughly.

Q. Are the Japanese paper options made with 100% raw materials?

A. No, the Japanese papers available in COLLO-FULL are not made using 100% raw materials. We aim to provide an accessible automated collotype print service whilst using the highest quality of machine-made Japanese paper.

Q. Can I request double-sided printing on a postcard size?

A. Currently, we do not offer the option to print double-sided postcard size prints through COLLO-FULL.

Q. Will I be able to view test prints/proof prints of my order?

A. COLLO-FULL aims to provide an accessible automated collotype printing service by using a simplified production process. As the COLLO-FULL pricing is designed to minimise the time and cost of production, we do not provide proof prints.

Q. Are any other options of paper with different textures and colours that is available to use?

A. The Japanese and Western papers available through COLLO-FULL are the standard paper recommendations that are regularly used by the Collotype Studio. Should you like to order a collotype print with your own specifications, please contact us to inquire about custom orders for collotype prints. (Please refer to the Custom Order process below)

Q. Can I request for prints larger than 8 x10 inches and or printing of colour works?

A. Currently, we do not accept orders via COLLO-FULL for orders of works larger than 8x10 inches or works in colour. Orders for artworks in various sizes and colours are available to be made via the Custom Order process. (Please refer to the Custom Order process below)

About Custom Orders for Collotype Prints

At Benrido Collotype Atelier, we accept custom orders for collotype prints for a variety of sizes and finishes. A wide variety of papers including Japanese papers are regularly used and it is possible to print both monochromatic and multi-colour collotype prints. Alongside the printing studio, we also offer a variety of services that integrate various skills and techniques developed in Kyoto such as the production of handmade portfolio cases, Japanese bookbinding, framing and so on.

To make an inquiry or to ask for more details, please fill out the inquiry form located on the Contact page and let us know the details of the work you are considering such as specifications, delivery date, etc.

About Submission of Data

Q. I would like to place another order using a previous order made before. Do I have to re-submit the data and order details again?

A. After an order have been delivered, all submitted data and order details are deleted. If you would like to re-order a previously made product or make a new order, please submit the data and details again.

Q. Can I submit colour images?

A. Please submit your images as black and white images. If the image data is submitted in colour, the system will automatically generate a black and white image. As this is automatically generated this may differ from your desired result. To avoid errors please edit your colour images to black and white data and confirm the condition before submitting to COLLO-FULL.

Q. I have completed my order, but can I edit the submitted text or image data?

A. We accept edits to the submitted data within a 24-hour grace period after you have placed your order. To make changes after submission, we will first cancel your order and refund the fee via the payment process and you will have to restart the submission process again. Please note we cannot accept order cancellations, refund requests or requests to edit data once the 24-hour grace period has passed. *The 24-hour grace period will start at the time of payment and completing the order.

Q. Is it possible to select and order multiple types of paper in the same order?

A. Currently the COLLO-FULL system does not allow multiple selections for paper within the same order. In future we will improve the system according to user feedback and requests.

Q. How do I submit the data to print?

A. Please refer to "Submission Guide" from the menu bar. There you will find information about how to submit the data. If you have any other questions, please send us a message via CONTACT.

Q. How do I submit non-lens-based artwork? (example: handwritten text, drawings, etc.)

A. Please make a scan or photograph of your hand drawn artwork or text to create the data for submission. We do not provide services or arrange for scanning of photographing non-lens-based artwork.

About Finished Product

Q. If the delivered product does not look like what I expected, can I return it?

A. COLLO-FULL produces prints following our standard retouching and printing adjustments. We do not accept returns or requests for a re-print at the customer's convenience. If you would like to make individual adjustments to your prints, please consider making a custom-made order.

About the flow of Ordering to Delivery

Q. Is it possible to request an earlier delivery than the time frame provided by COLLO-FULL?

A. The COLLO-FULL ordering system is set to a schedule of about 15 business days for delivery. We do not accept early or custom delivery requests that differ to the specified time.

Q. How much are the shipping/delivery costs?

A. Deliveries within Japan are offered at a flat rate of 300JPY. For international shipments outside of Japan the delivery costs change depending on the shipping address, delivery courier and other conditions. For more details please see “About Product Prices and Shipping Costs” from the menu bar.

Q. Can I request for a specific shipping company?

A. We have selected the current shipping options and respective companies with affordable costs and with regard to the social situation. We do not accept individual requests for shipping companies other than those designated by us.

Q. Is it possible to send the finished product to several different locations?

A. Currently the COLLO-FULL system does not support multiple delivery options for orders. The responsibility of shipping works beyond the registered shipping address submitted in the shipping information will be borne by customer.

Q. Is it possible to view my order history?

A. To protect your personal information, COLLO-FULL does not retain your order history and deletes your personal information and order data once the works have been sent for delivery. Therefore, we do not save your order history. We apologise for any inconvenience this may cause and ask for your understanding.