



5350 W Dickman Rd  
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1-800-233-5266  
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[www.delanogames.com](http://www.delanogames.com)

## FAQ's – Frequently Asked Questions

### Payment Terms:

50% down (other domestics require 100%). The remainder is due before we ship out the production run and you'll be invoiced for the product shipping cost. We prefer payment to be either a Wire Transfer / ACH Transaction or Cashier's Check.

We do offer terms; you'll need to talk with the team about this possibility.

### Turn Around Time:

On average, plan for 2 weeks on proofing. That's 1 week for us to get a proof to the client, and 1 week for the client to review proofs. Then allow 4-6 weeks for production. That production lead time can extend during peak season. (This is typically about 2 weeks, but it depends on current capacity.) Peak season is usually between mid-September to early December. However, we've seen it start a month and a half earlier or a couple weeks later. Things like specialty papers, plastic or wooden components can extend the turn time.

### Minimum Order Quantities:

1,000 units for Card games and 2,000 for Board games. Due to the nature of offset printing, more component heavy games may not achieve a marketable cost until higher production quantities are considered.

### Prototypes and Play testing Materials:

We make prototypes although there are occasions where we may refer you to a reputable alternative option. Please note that the equipment used on our prototypes is not the same equipment used with a full production run. As such, the quality will not match exactly.

### Design Work:

We understand the excitement of showing your idea to the world. In the tabletop industry, a powerful communicator of that idea is the artwork. Some manufacturers offer in house design services. We can recommend designers, although, we recommend that the inventor seeks out designers themselves. Every artist has a different style, and the style of a manufacturer's in-house designer may not match the theme of the game. Some suggestions to find a designer are on fiverr.com, boardgamegeek.com or a game convention.

### Why do Delano Quotes refer to "Pt" instead of "gsm" on card stocks and chip?

"Pt" or Point as it's spelled out, is an Imperial measurement for thickness. 1 point equals .001 inches. GSM, or Grams per Square Meter, is the Metric measurement for area density. That's taking only 2 of the 3 distance measurements that could be used to determine actual density. While that can be very useful to determine the quality of the stock when used in conjunction with the thickness, if no thickness is reported that leaves some room for interpretation on which stock is actually used. Technically a nickel and a sponge could be the same GSM.

### Is Delano Games a broker or manufacturer?

Delano Games "is not" a broker. There are many brokers in this business. Delano is one of the very few "true board game and card game manufacturers" in the United States. We take your artwork, print all components, produce each component and assemble games in our facilities in Michigan and Indiana.



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## What is the artwork approval process like?

Once files are processed, we will ship proofs to you to verify color and content prior to printing. Proofs are either flat sheets or booked mock-ups for multi-page rulebooks. If those are approved, you'll sign/date them and send them back and the production process begins. If changes are needed, please let us know what needs to be changed. Some changes we can help with. Once changes are approved, the production process begins.

## Lot Tracking:

Batch identification is required for any product intended for ages that include under 18. We add a small 9 alpha-numeric identifier on the bottom of the box or near the barcode.

## Packaging:

Our default for 2 piece boxes is 6 games to a 32 ECT RSC style custom sized corrugate carton. Tuck box games are bulk packed with standard cartons by default. If some other box is preferred, please let us know at the time of quoting. In order to keep costs low, any marking on the box is applied with a label. If corrugate printing is needed, please let us know of the color(s) and content to be printed.

## Testing:

Testing is needed for games intended for use by children under 14. A 3rd party impartial lab is required to do the work. Retailers will want a copy of this lab certificate in order to carry the product. Domestically: Lead and Phthalate tests are necessary for ages 12 and under. ASTM Soluble Heavy Metals are needed for ages under 6. Europe will want chemical testing to adhere to EN-71 Part 3 requirements for children under 14.

## Where do we ship to?

Anywhere you want. From 1 destination, to 10,000 destinations. We also have warehousing and fulfillment capabilities to assist with getting goods to distributors, retailers or crowdfunding backers.

## When does my quote need an update?

Anytime the construction, size or quantity of a component changes. Also, paper pricing is good for 30 days which is why our quotations have the same expiration date.

## Overrun:

The print industry standard has a maximum +/- 10% finished quantity compared to ordered quantity. We state 10% overrun on our quotes to show worst case cost, however we will only bill for what is created. Each piece of equipment has a certain amount of waste during setup and run. Due to several factors, sometimes a production run will waste less and sometimes it will waste more. This is where overruns and shortages come from. Typically smaller runs will see overages/shortages closer to 10%, while larger runs tend to end up closer to order quantity.

## Still Have Questions?

Contact Us at: 800-233-5266 or you can email us at: [info@delanogames.com](mailto:info@delanogames.com)

We are here to help! Whether you'd like to talk through filling out the Quote Request form while we're on the phone with you or if you just want to get some advice on least cost production options, etc. We're a friendly bunch of game lovers, we're extremely easy to work with and we'd be happy to help!