

Clear Design Frequently asked Questions

Q. I have an Acrylic product requirement, what must I tell Clear Design in order to get a quotation?

A. It is in your interest to give us as much information as possible about the product you need. Your brief should include the product's purpose and where it is going to be stored or displayed, also how many items you require, and if you have any print requirements. A sketch drawing or a photo of the product is very helpful and assists us in fully understanding what you need. The more information we have the better we can assess production time and offer you advice on the best material to use and supply you with optimum pricing.

Q. Can Clear Design print onto the products I order?

A. Yes, in the manufacturing of your product we can either screen or digitally print your graphic onto your required product. You will need to supply print ready artwork in either Freehand or PDF formats.

Q. Will you pack the products into special packaging?

A. We are able to arrange specialized packaging for you depending on your shipping or delivery requirements. We only fulfil specialized packaging and shipping on your instruction. Costs of this will be added to your final invoice.

Q. Will Clear Design be able to install my product?

A. No, we are a manufacturing company and do not offer installation services.

Q. Once I have supplied the product brief, how long will it take to get a costing?

A. It all depends on the quality of your brief, material requirements, and complexity of manufacturing the products. A quote estimate can be sent in just a few hours or take as long as a few days if Clear Design has to confirm availability with suppliers or we need to assess the manufacturing process.

Q. Does Clear Design have a workshop in Johannesburg?

A. Clear Design is based in Cape Town but we do have extensive experience in shipping product within South Africa as well as globally.

Q. I notice that Clear Design is an approved fabrication workshop, what does this mean?

A. Clear Design works with leading acrylic brands such as Perspex and Plexiglas, in both cases we work with material and equipment suppliers that specialise in acrylics and plastics. This assists us in providing a cost effective, good quality product by minimising manufacturing costs and speeding up production.

Q. If I place my order today can I expect it to be ready for collection tomorrow?

A. No, Clear Design works on a first come first served basis. All orders are subject to a minimum turnaround time for material procurement and complete production planning.

Q. Does Clear Design work on the weekends, are you open on Saturdays?

A. Our working hours are from Monday to Thursday 8:00 am to 5:00 pm and 8:00 am to 4:00 pm on Fridays.

Q. I am happy with the quotation estimate, now what do I do?

A. Please send an official order detailing exactly what you are ordering in relation to the quotation estimate. We will also need your company's VAT and Registration numbers per South Africa's invoicing requirements. Alternatively, you can complete Clear Design's order confirmation form (available on request).

Q. Does Clear Design sell Perspex sheets?

A. Clear Design manufactures products to order as well as cutting material to shape. So if you are needing panels cut to size or shape, polished edges, holes drilled or a completed product manufactured email through your inquiry to us or if you are only needing stock size sheeting please make contact with wholesalers' who specialise in selling flat sheeting only.