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, MFMD, 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.