

Ordering Your Custom Tire Cover

Custom Text and JK Wrangler Tire Covers

- Use the size chart on the product webpage to determine what size cover you need
- Input the text you would like on your cover in the lines provided on our order page. We will enlarge your text to the maximum margins for the cover.
- Your text/JK Text only tire cover production time is 7-10 business days. You will not receive a proof prior to shipment unless you request it.

Custom Tire Cover design with your logo, photo, or custom image

- Use the size chart on the product webpage to determine what size cover you need
- Order the tire cover online or over the phone to get an order number
- Send an e-mail with your order number and custom image to graphics@allthingsjeep.com
- You will receive a proof by email 4-7 business days after we receive your image.
- Once we receive your approval of the proof, production time is 5-7 business days.
- Production time does not start until after we have received your approval of the proof.

Custom Tire Cover **IMAGE REQUIREMENTS**

- Digital images **MUST** be in high resolution – minimum requirement of at least 300 DPI (dots per inch) and around 5600 x 5600 pixels. Lower resolution images will be blurry and will not look good on the tire cover.
- Images **MUST** be saved in PDF, EPS, TIF, JPG, or PNG format. If you had a graphic artist produce your image, have them save the image in a vector format such as EPS, AI, CDR or PDF.
- We will crop your image into a circular, oval, square, or rectangle shape depending on the original file. You can specify your preferred shape when you send us your image.
- We cannot accept text or images that infringe on any intellectual property rights, including but not limited to copyrights or trademarks.
- We are unable to make major changes to your artwork. The image that you send should be as close to print-ready as possible.

How to determine the resolution of an image: 1) Right click on the image file; then select “Properties”

2) Click on the tab labeled “Details” in the image properties window 3) Read the image resolution in dots per inch (DPI) for example, 300 DPI

IMPORTANT INFORMATION – PLEASE READ BEFORE PLACING ANY CUSTOM TIRE COVER ORDER!

- Unfortunately, we cannot accept returns or exchanges on these custom tire covers. The most common reason for an exchange is the incorrect tire size was selected. Please make sure you have the correct tire cover size before ordering. If you are not sure which size you need, please feel free to give us a call! We can be reached at 1-877-249-0065
- If, during the creation process, a new image is submitted, there will be a \$40.00 artwork up-charge for the work already completed by the graphics department on the originally submitted image. Each new image will be subject to an additional \$40.00 artwork charge.
- If you decide to cancel your order *after* a proof has been sent, you will be refunded the cost of the custom tire cover *minus* a \$40.00 artwork charge.
- If the image you submitted does not meet the image requirements, we will contact you and let you submit a new image OR give you the opportunity to cancel the order without any charges.

Frequently Asked Questions

1. How durable are your spare tire covers?

Our Custom tire covers are made of a high quality and very durable nylon denier material and have elasticized edges and a draw string for a snug fit. The nylon material is UV protected so your cover will last years without fading.

2. How durable is the lettering and graphics on the custom spare tire cover?

Our custom tire covers are made to last even in the most extreme environments. The ink used has UV inhibitors to resist fading and will not fade, peel or flake even in the hot Arizona sun!

3. How do I clean my tire cover?

You may wash your spare tire cover as often as you like with mild soap and water. Avoid using really hot water, and never apply an abrasive cleaning product or brush.

4. Can I add text to an image or photo?

Yes. You can add custom text on your design above and/or below the image.

5. Can I request changes to the image after you send me the proof?

Yes, you can make changes after receiving your color proof, but only once without incurring additional costs. Changes are limited to the original artwork submitted, and can be a change in color, letter style, size of image/lettering, etc.... Developing a color proof is very resource-intensive, so we ask that you send us as much detail as you can about your requirements on your order. Our goal is to make it exactly how you wanted it.

NOTE: the changes you can request do not include image editing or submitting other images to replace the image on the order.

6. If I use my own image and I do not like my design after seeing the proof, can I use a different image?

Yes, however, if you decide to change the image that was submitted with your original order, there will be a \$40.00 art preparation charge. This process is resource-intensive, and we cannot accommodate major changes in the image after we start preparing your artwork. You can make text, font, color, and minor changes to the proof: however, you cannot substitute images without this additional charge.

7. For text tire covers: Are they available in different colors or fonts?

We can certainly make changes to the font style or font color if there is a special request. You will need to submit the name of the (free) font you would like and the color you would like the font to appear in. For online orders, this information can be submitted in the comment/note section of the checkout.

We strive for Complete Customer Satisfaction

We strive for 100% customer satisfaction; however, due to the custom nature of our products, we cannot accept refunds or returns.

For customers that are using their own image or logo, we will automatically email you a FREE proof within 5-7 days after we prepare the artwork, so that you can see the design before the tire cover is made. Once you receive your proof, you can request up to 2 changes, if desired, before the product is made.

Please note that the colors in the proof may vary from actual colors of the tire cover, lettering, and/or graphics due to computer palette differences. For logos and photographs we will match colors as close as possible; however, we cannot guarantee exact matches. Some colors are outside of the CMYK gammett and therefore, cannot reproduce exactly. Any order made incorrectly due to an error on our part will be immediately redone at our expense.

We cannot be responsible for spelling, typographical, or measuring errors made by the customer. All sales are considered final. Due to the custom nature of our products, we do not offer refunds or credits.

Prices are subject to change without notice.

Any artwork supplied by the customer is assumed to belong to them or have permission to use it. We are not responsible for any trademark or logo infringements.