FAQwwFAQ

**How can I get a quote?**

It's easy! View the product you like, click “Enquiry & Quote Now” or just send us a email to sales@metaideas.com and we'll prepare a custom quote for you right away at no cost.



**I saw a product that I like on another Web site;**

**can I get it from Meta Ideas?**

Yes, we offer so many different products categories and can’t put them all on our web site!.

If you have seen a product elsewhere, contact us with the product picture, quantity needed and destination country and we’ll provide you with a full quote very quickly.

**Can we create a newly-develop product?**

Yes, if you have a product concept or idea, we can make it. Contact us, providing the product details such as:

\*a picture or drawing,

\*qty needed and specification details.

\*delivery time and country you need.

We will provide you with official price quotation.

Ordering quotation from the site is very easy.

Click on the product you wish to be quoted, add it to the RFQ.  And click send. Done!.

**What if I need my order quickly?**We can meet most event dates.

Make sure you specify the event date when ordering your RFQ and we will rush to quoted you back immediately.

**STOCK items ready to deliver**

When client request urgent promotional materials, client can make they own promotional materials searching thought our Stock/Inventory on RFQ at <https://catalog.metaideas.com/> (ask us for register).

**When can I expect delivery of my order?**

For urgent orders, we have the largest available inventory in the market with around 35.000 references with mostly any colours ready to be deliver anywhere, we do our best to deliver on time for your requested event date and keep you updated during production.

**Whirch other categories do you have?**

STOCK INVENTORY Delivery: **in 24/72 hours for Europe countries.**

(around 10/15 days if branding).

PREMIUM & BRANDS Delivery: **in 1-10 days.**

We have them stored already in Europe.

IMPORTED ITEMS (from Asia): Delivery: **from 30 days to 90 apx.**

It will depend on the quantity to be produced, kind of item and the type of transport (air/sea).

REST OF THE WORLD: Due of several conditioning variables which impact on delivery time, we must agree details with you when request us.

**Can I trust you?** Absolutely, in fact if you are reading this letter it is probably that your company already works with us in the past or in some other countries.

We have been working with major global brands since 2007 worldwide. Managers who we have worked with us contact back to us when they move to their new job positions.

That is a powerful prove of credibility and trust.  😉

**What are the order payment options?**

Meta Ideas (Caytco Import group) only works whit first class global companies and some agencies worldwide, and we accept their payment formula which is usually 30, 60 or 90 days from invoice date.

**What happens until I place my order?**

Do not worry, it is our daily job! we will guide you throughout all entire process so that your action is a success for you.

**How is the process until place my order?**

Among other steps, under your request, we prepare target ideas presentations with images, denominations, prices range, delivery time etc for your evaluation.

You after that, you can requests us one or more physical sample/s for your evaluation and acceptance.

If sample became approved and quotation terms are confirmed by you, we proceed starting production according to your approved sample ensuring all fits your requirements.

Once production is finished we prepare export customs documents, BL, PL, PI etc. and sheep your order to your port/airport country destination.

**What type of artwork do you want?**We accept any format but the most recommendable are pdf, ai, eps, psd. We have a professional art department who will view and convert your logo/branding according to the most suitable branding process.

**Can I receive a pre-production sample before order goes into production?**Yes, before placing your PO we’ll produce a real approval sample fully finished and branded with your choice colour and logo mostly at not cost for you.

Only when you have approved the pre-production sample will we proceed with mass production.

**What is the minimum amount I can ask for?**

We understand that initially your request may be a small or medium order to test our services, however, we expect that your amounts became according to the normal needs of your company.

**Can I use my own PMS colour?**Yes, for AD HOC Import orders we can match your requested pms colour number, packaging and more.

**Can I ship my order internationally?**  Yes, we ship DDP in many countries but not all, so we must study your particular delivery destination country needs.

However, we are able to deliver CIF or CFR to any country in the world.

**Where is Meta Ideas located? And can I visit?**Absolutely!

Just contact us and we’d be happy to arrange a time for you to visit us and have a good time watching our impressive showroom.

We are located in Madrid (Spain) with good food, weather, and friendly people character. 😉