

## How it works

1. After the initial **order process is completed**, you will be contacted by our customer service department with an estimated shipping date for your order.
2. If **test pressings** are ordered, the audio master will be processed and test pressings will be sent for approval. Once they are approved, we start the full production. An estimated shipping date for the full production will be confirmed with test pressing approval.

**Test pressing (TPs) including white labels, packed in microtene inner sleeves, delivery to one address.**

Test pressings are recommended to check the overall quality of the cut that we have made before we manufacture the full order quantity. Generally, we send you 5 test pressings for approval. Once these have been approved, we will start the production of the full order quantity. If, however, you are not satisfied with the test pressings, we will analyze them to find out where the problem occurred. If the problem was caused by fault of GZ, we will re-cut the test pressings using a new master (if required). If the fault is on your side (due to a badly prepared audio master, for example), then you will have to pay for new processing of metalwork and a new set of test pressings in the case that you want to order more. The lead time for test pressings vary depending on the current production capacity.

3. DTP department will process **your artwork** and send it to you for **approval** within 48 hours.
4. If test pressings haven't been ordered, the studio will process **your audio master** according production queue which corresponds with technology procedure, aprox. 1 week before an estimated shipping date of your order.
5. **Your order will be dispatched as soon as it has been completed**