

First Drawing Q&A

What characterises a Child's Graphic Artwork?

With a Child's Graphic Artwork, you keep all the elements from the child's original drawing, but with colours and elements added by a graphic designer to complete the narrative the child is expressing through the drawing.

It can be ordered to be printed on paper with and without a frame as well as on canvas. You always receive the layout for approval before it is produced.

What characterises a Silhouette Artwork?

With a Silhouette Artwork, a graphic designer transfers the outline of what the child has drawn onto a background of your choice. The colours in the child's drawing can also be included if so wished.

It can be ordered to be printed on paper with and without a frame as well as on canvas. You always receive the layout for approval before it is produced.

What characterises an Art Poster?

With an Art Poster, there is generally no graphic designer involved in the layout. You design the layout yourself and approve the final result in the ordering process.

The child's drawing remains the original, but is placed in a template of your choosing, which gives the drawing a definite edge and focus. The templates include text fields for title, name and date.

An Art Poster can be ordered to be printed on paper both with and without a frame. The layout is approved in the ordering process.

What quality does the image of the drawing need to be?

For both the Child's Graphic Artwork and the Silhouette Artwork, you can simply take a picture with your mobile phone. Our graphic designer will ensure that the child's lines are transferred onto the layout, which is why the picture quality is not critical.

For the Art Poster concept, it is your original image that is transferred onto the poster. For this reason, we recommend that you scan the original picture to ensure the best result, without any distortion or any artificial light/shading.

Can I put multiple drawings together into one layout?

Yes. When you order either a Child's Graphic Artwork or a Silhouette Artwork, it is possible to combine designs from several different drawings. You can either arrange the drawings next to each other and take a picture showing all of them. Alternatively, you can take a picture of one drawing, which you upload to the ordering page, and then send an email to info@firstdrawing.com where you attach the other drawings, also remembering to give your order number. Remember to write in the comments field when you order how you would like the designs to be combined.

Can I combine the different concepts?

Yes. It is possible to place your Child's Graphic Artwork or Silhouette Artwork into an Art Poster template. You do this by writing your wishes in the comments field when you order. If you would like a specific template, then remember to note this down as well. It does not cost you extra to combine concepts in this way.

What are your delivery times?

When you order an Art Poster, the delivery time is max. 5 business days. A Child's Graphic Artwork or Silhouette Artwork may take slightly longer to produce, as our graphic designer has to create a layout first. Typically, you will receive your first layout for approval after a maximum of 4-5 business days. When the final layout is approved, it should take a maximum of 5 business days before you receive your artwork.

It is possible to request a rush order for an additional payment of DKK 100. You will then receive your first draft layout in just 1-2 business days.

Do you accept returns?

As we supply custom-made products that cannot be sold to another party, unfortunately we do not accept returns. Instead we offer a 100% Satisfaction Guarantee, so you can be sure to receive a final artwork that you are completely happy with.

How many times can I get my layout changed?

We offer a Satisfaction Guarantee, which means you can request changes to your layout as many times as you want. We will not produce your artwork until you are 100% satisfied with it.

What does your Satisfaction Guarantee cover?

Our Satisfaction Guarantee covers the Child's Graphic Artwork and Silhouette Artwork. Our guarantee means that you can have your layout changed as many times as you need to without it costing any extra. This means that we can ensure that you are completely satisfied with your artwork.

Can I order more copies of the same picture after I have had it delivered?

Yes you can! All you have to do is write to us at info@firstdrawing.com – remember to have your order number ready so we can help you.

What kind of frames do you use?

Our frames for prints on paper are manufactured from wood with real glass and handmade in Italy.

Will I always get the layout for approval?

When you order a Child's Graphic Artwork or a Silhouette Artwork, you **always** get the layout for approval before we send your layout for printing. If you are not completely happy with your layout, we will adjust it until you are fully satisfied and approve it.

When you order an Art Poster, you approve the layout yourself in the ordering process and we will then produce your layout. No further graphic work will be done on this type of artwork, and therefore your print will be completely identical to the layout you approve.

Which formats may I supply my picture in?

We offer a range of standard formats, for which we can also offer frames or floating frames. See the different formats under the tab 'Prices' in the menu on the front page.

If you can't find the format you want here you can write to us here at info@firstdrawing.com, so we can ensure we can supply it in the size you wish.

How much does it cost?

Our prices start at DKK 269 for the Art Poster and DKK 399 for the Child's Graphic Artwork and Silhouette Artwork – both to be printed on paper in the dimensions 30 x 40 cm. The price difference is because the Art Poster does not need to be worked on by a graphic designer, and instead you create the layout yourself during the ordering process. See all our prices under the tab 'Prices'.