

Re: New customer message on January 23, 2024 at 9:47 am

31 messages

Custom Stickers <support@customstickers.com>  
To: "vincent.rubinetti@cuanschutz.edu" <vincent.rubinetti@cuanschutz.edu>

Wed, Jan 24, 2024 at 1:27 PM

[External Email - Use Caution]  
Hi Vince,

Thanks for reaching out! We have an option for cling stickers that aren't listed on our website. It just depends on how many stickers you are looking for and at what size. Do you also have a picture of what you are looking for so I can provide you with the most accurate information? I will attach some example pictures.

Thanks!

Brynna

**From:** CustomStickers.com (Shopify) <mailer@shopify.com>  
**Sent:** Tuesday, January 23, 2024 9:47 AM  
**To:** Custom Stickers <support@customstickers.com>  
**Subject:** New customer message on January 23, 2024 at 9:47 am

You received a new message from your online store's contact form.

**Country Code:**  
US  
**Name:**  
Vince Rubinetti  
**Email:**  
[vincent.rubinetti@cuanschutz.edu](mailto:vincent.rubinetti@cuanschutz.edu)  
**Body:**  
Hello,

We're trying to make a hexagonal grid of stickers on a glass wall. They need to be re-adhesible and non-damaging so we can move them around, and they need to be cut as hexagons so we can line them up perfectly. But, some of our images have transparent regions in them that we don't want to fill with white/black.

I can't quite tell if you have a product that is BOTH re-adhesible and allows transparency?

Thanks

2 attachments



20230523\_110255.jpg  
2456K



20230523\_110244.jpg  
2640K

Vince Rubinetti <vince.rubinetti@gmail.com>  
To: Custom Stickers <support@customstickers.com>  
Cc: "vincent.rubinetti@cuanschutz.edu" <vincent.rubinetti@cuanschutz.edu>

Wed, Jan 24, 2024 at 4:31 PM

Thanks for responding!

Our situation is a little unique and might make printing difficult. Just to summarize, including the size, we're looking for:

- Stickers to make perfect hex grid
- Re-adhesible, non-damaging
- 4" x 3.46" hexagon, large x small diameter
- Perfect hexagon edges/cuts
- Some designs will have transparent regions
- Ideally like 5 prints of each design

If it helps, here's some context...

I work for a department at a university, and we want to have a "Wall of Software" for taking pride in all the things we've made. We'll have a "virtual" wall (see website linked below), but also a physical wall in the office (see attached). We want re-adhesible so we can move them around creatively and don't damage the windows. We always want the cuts to be hexagonal so we can align them in a perfect grid. The department is big and the logo designs will be diverse, and a % of them will have inherent transparency (where filling the background doesn't look right). We expect we'll eventually have like 100 designs, and we'd probably order about 3-5 different designs at a time.

The "virtual" wall of designs so far:  
<https://cu-dbmi.github.io/wall-of-software/>

Thanks

Vince Rubinetti

[Quoted text hidden]



office-wall.jpg  
182K

Custom Stickers <support@customstickers.com>  
To: Vince Rubinetti <vince.rubinetti@gmail.com>

Thu, Jan 25, 2024 at 6:23 PM

Hello,

As Brynna mentioned, we can make cling stickers that we think would be best for your situation. Cling are re adhesible and should not cause any damage. We would like to test out the designs and see if they would work for you. Would you mind sending us the designs so we can see what parts would need to be transparent?

Thanks, Paige

**From:** Vince Rubinetti <vince.rubinetti@gmail.com>  
**Sent:** Wednesday, January 24, 2024 2:31 PM  
**To:** Custom Stickers <support@customstickers.com>  
**Cc:** vincent.rubinetti@cuanschutz.edu <vincent.rubinetti@cuanschutz.edu>  
**Subject:** Re: New customer message on January 23, 2024 at 9:47 am

[Quoted text hidden]

Vince Rubinetti <vince.rubinetti@gmail.com>  
To: Custom Stickers <support@customstickers.com>

Fri, Jan 26, 2024 at 2:21 PM

Thanks!

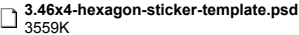
See attached for one of our designs that has inherent transparency. Again, I think probably 90% or more of our designs \*wont\* be like this and will just have regular solid backgrounds.

The design is 1200x1200, intended to be printed 4" x 4" at 300dpi and then cut to a 4" x 3.46" (pointy topped) hexagon. Also attached is a Sticker Mule template we were using, but we want to move away from that vendor for various reasons.

Vince Rubinetti

[Quoted text hidden]

2 attachments



Vince Rubinetti <vince.rubinetti@gmail.com>  
To: Custom Stickers <support@customstickers.com>

Fri, Jan 26, 2024 at 2:26 PM

Sorry, I think I attached the wrong "pycytominer.png". That one has a slightly wrong scale (a hexagon would cut through some of the edge squiggles). See this attachment.

Vince Rubinetti

[Quoted text hidden]



Custom Stickers <support@customstickers.com>  
To: Vince Rubinetti <vince.rubinetti@gmail.com>

Fri, Jan 26, 2024 at 3:39 PM

Hi Vince,

I took your new image to the design team for test printing. Hopefully, you'll receive proofs today.

Best Regards,  
Karen

**From:** Vince Rubinetti <vince.rubinetti@gmail.com>  
**Sent:** Friday, January 26, 2024 12:26 PM  
**To:** Custom Stickers <support@customstickers.com>

[Quoted text hidden]

[Quoted text hidden]

Custom Stickers <support@customstickers.com>  
To: Vince Rubinetti <vince.rubinetti@gmail.com>

Wed, Jan 31, 2024 at 1:06 PM

Hi Vince,

Here is the proof for the design you sent in. I had to round the corners slightly so that our cutters will be able to cut them out, but let us know if that will be a problem. We are working on test printing this design, so we will hopefully have the printed product to show you soon.

Thanks,  
Zoe

From: Custom Stickers <support@customstickers.com>  
Sent: Friday, January 26, 2024 1:39 PM  
To: Vince Rubinetti <vince.rubinetti@gmail.com>  
[Quoted text hidden]  
[Quoted text hidden]



Vince Rubinetti <vince.rubinetti@gmail.com>  
To: Custom Stickers <support@customstickers.com>

Wed, Jan 31, 2024 at 1:34 PM

That looks great! The rounding is very slight and shouldn't be a problem. Thanks for arranging the test print! I'm sure it'll look good, then I can start making a real order.

Side question: do you support tax exemption? Our university (University of Colorado) has a tax exemption with the state, and they require us to use it on all purchases. We can attach the exemption document to our account or each order if needed.

Vince Rubinetti  
[Quoted text hidden]

Custom Stickers <support@customstickers.com>  
To: Vince Rubinetti <vince.rubinetti@gmail.com>

Wed, Jan 31, 2024 at 1:43 PM

Hello,

Yes, we do! If you send us documentation that shows your tax-exempt status, we can remove any taxes from your account.

Thanks, Paige

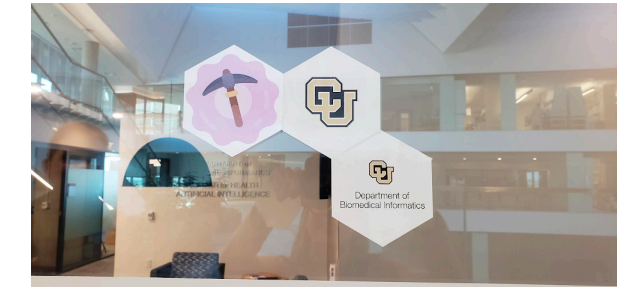
From: Vince Rubinetti <vince.rubinetti@gmail.com>  
Sent: Wednesday, January 31, 2024 11:34 AM  
To: Custom Stickers <support@customstickers.com>  
[Quoted text hidden]  
[Quoted text hidden]

Vince Rubinetti <vince.rubinetti@gmail.com>  
To: Custom Stickers <support@customstickers.com>

Thu, Feb 1, 2024 at 11:01 AM

Awesome, thanks for letting me know!

Also, if it helps, here is a photo of some test stickers we ordered from StickerMule (who I really don't want to continue ordering from). This is the type of thing we're going for. It'd be great if the pink one on the left were transparent around the edges instead of white, but still cut as a hexagon so we can align it in the grid.



Vince Rubinetti

[Quoted text hidden]

Custom Stickers <support@customstickers.com>  
To: Vince Rubinetti <vince.rubinetti@gmail.com>

Fri, Feb 2, 2024 at 3:56 PM

Hi Vince,

We got your design tested on the cling! We made two different ones. One where we applied white ink to the design and one that the entire thing is transparent. The one with the layer of white ink comes through really nicely and is much more saturated and is probably more towards what you are looking for, but I will send pictures of both just in case. You can apply these to either the inside or the outside of the window depending on what you prefer. I have sent an image for both applications. (Don't mind my reflection) Please let us know your thoughts.

Thanks!

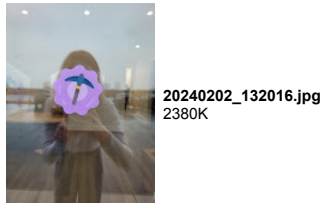
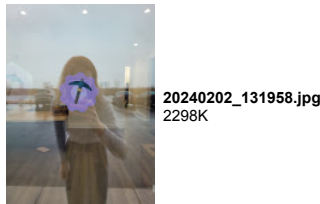
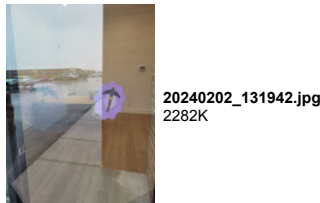
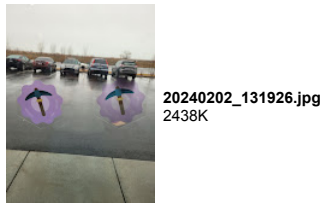
Brynna

From: Vince Rubinetti <vince.rubinetti@gmail.com>  
Sent: Thursday, February 1, 2024 9:01 AM

[Quoted text hidden]

[Quoted text hidden]

4 attachments



Vince Rubinetti <vince.rubinetti@gmail.com>  
To: Custom Stickers <support@customstickers.com>

Fri, Feb 2, 2024 at 5:50 PM

These look great! Thanks again for testing all of this out. Indeed, we'd probably want the white-ink backing, though it's good to know you could do it without.

I think we'll start getting a real order together next week!

I'll let you know if I have any questions, e.g. reliably specifying which parts should be transparent vs white-ink backing, specifying only ~5 prints per design, etc. I haven't fully read or gone through the order process on your [clear stickers page](#) yet though so maybe it'll be obvious once I start.

**Vince Rubinetti**

[Quoted text hidden]

**Vince Rubinetti** <vince.rubinetti@gmail.com>  
To: "Wen, Audrey" <AUDREY.WEN@cuanschutzu.edu>, "Alquaddoomi, Faisal" <FAISAL.ALQUADDOOMI@cuanschutzu.edu>, "Bunten, Dave" <DAVE.BUNTEN@cuanschutzu.edu>

Mon, Feb 5, 2024 at 11:33 AM

See this email thread I've had back and forth with CustomStickers.com. Hopefully you can see all the attachments, mainly the most recent 4 where they did a test print of the PyCytominer logo. Looks like nice, saturated, accurate colors, and no bubbles to my eye.

Also for what it's worth, for those CU sticker designs I chose the very light CU gold color for the background, which may have just ended up looking like a cheap/plain white in the Sticker Mule prints. So maybe the other designs would've looked better.

**Vince Rubinetti**

[Quoted text hidden]

**Custom Stickers** <support@customstickers.com>  
To: Vince Rubinetti <vince.rubinetti@gmail.com>

Mon, Feb 5, 2024 at 5:59 PM

Hi Vince,

Sounds great! We don't have our cling stickers listed on our website, so when you are ready to order or have any questions, please let us know. We can create a custom order for you in this case!

Thanks!

Brynna

**From:** Vince Rubinetti <vince.rubinetti@gmail.com>  
**Sent:** Friday, February 2, 2024 3:50 PM

[Quoted text hidden]

[Quoted text hidden]

**Vince Rubinetti** <vince.rubinetti@gmail.com>  
To: Custom Stickers <support@customstickers.com>

Mon, Feb 12, 2024 at 8:21 PM

Hi Brynna,

Can we start off with an order of the two attached designs, (5) each. I've created an account (under [vincent.rubinetti@cuanshutzu.edu](#) for now) with our shipping address. See attached tax exemption document to associate with that account.


Also, what do you think about the template and instructions I've put in the files? We might be ordering these stickers for years to come (possibly after you or I have left our current jobs) and I'm trying to [write a fool-proof process](#) that would make it easy for anyone to order the right thing every time.

I guess we'll need to contact you for a custom order every time? Will the order be added to our cart so we can pay for it? Our university requires that we don't let vendors save our credit card (we have to enter it each time).

**Vince Rubinetti**

[Quoted text hidden]

- 3 attachments**

 **wall-of-software.psd**  
2495K

 **pycytominer.psd**  
2503K

 **Tax Exempt.pdf**  
1422K

**Vince Rubinetti** <vince.rubinetti@gmail.com>  
To: Custom Stickers <support@customstickers.com>

Tue, Feb 13, 2024 at 11:32 AM

Sorry, attached an out of date tax exemption. Here is the latest.

**Vince Rubinetti**

[Quoted text hidden]

 **stateofcoexemptcertif08042020.pdf**  
66K

Hi Vince,

I have marked your account as tax exempt for all your future orders. For now, yes, you would need to contact us when you would like to place an order. We can look at making a website listing for you, so it is an easier check out process. We can send you a custom invoice through email that will have a link to pay. I am still waiting to hear back on pricing for your order, so as soon as we are able to figure that out, I can send you the invoice. We don't keep any card information on hand, so each time we can send you a new invoice. Thank you for your patience with this new project! Please let me know if you have any other questions.

Thanks!

Brynna

**From:** Vince Rubinetti <vince.rubinetti@gmail.com>  
**Sent:** Tuesday, February 13, 2024 9:32 AM

[Quoted text hidden]

[Quoted text hidden]

Vince Rubinetti <vince.rubinetti@gmail.com>  
To: Custom Stickers <support@customstickers.com>

Wed, Feb 14, 2024 at 1:20 PM

That's great! Sending an invoice would actually be more convenient for our admin team.

**Vince Rubinetti**

[Quoted text hidden]

Custom Stickers <support@customstickers.com>  
To: Vince Rubinetti <vince.rubinetti@gmail.com>

Fri, Feb 16, 2024 at 3:41 PM

Hi Vince,

It would be \$18.00 for your order of 10x transparent 4" cling stickers (2 designs - 5x each). I tried sending the invoice to ([vincent.rubinetti@cuanshutz.edu](mailto:vincent.rubinetti@cuanshutz.edu)) but it says that the email contains an invalid domain name, so I am unable to send it. Is there a different email I can send it to?

Thanks!

Brynna

**From:** Vince Rubinetti <vince.rubinetti@gmail.com>  
**Sent:** Wednesday, February 14, 2024 11:20 AM

[Quoted text hidden]

[Quoted text hidden]

Vince Rubinetti <vince.rubinetti@gmail.com>  
To: Custom Stickers <support@customstickers.com>

Fri, Feb 16, 2024 at 6:06 PM

Ahh sorry about that, I've been having trouble with my .edu email. Please just send the invoice to this email for now.

**Vince Rubinetti**

[Quoted text hidden]

Custom Stickers <support@customstickers.com>  
To: Vince Rubinetti <vince.rubinetti@gmail.com>

Fri, Feb 16, 2024 at 6:34 PM

Hi Vince,

I just sent you the invoice. If you don't see it in your inbox, please check your spam folder. Let me know if you have any issues with it.

Thanks!

Brynna

**From:** Vince Rubinetti <vince.rubinetti@gmail.com>  
**Sent:** Friday, February 16, 2024 4:06 PM

[Quoted text hidden]

[Quoted text hidden]

Vince Rubinetti <vince.rubinetti@gmail.com>  
To: Custom Stickers <support@customstickers.com>

Hi Brynna,

We're just about ready for our first big batch order. See the attached new orders zip file.

Before we do though, I wanted to ask about the previous order we did. The print quality on the pick axe design was great, but I was a little concerned with the bleeding we see on the QR code. The black looks a bit splotchy. See the attached photos. Several of the new designs have a lot of fine detail, e.g. gignoux-lab.png. Do you think this will be a problem to print?

Also, please let me know if I should format all of these files in a particular way to make them completely ready to print with no work from your designers.

Thanks

Vince Rubinetti

[Quoted text hidden]

4 attachments



previous-order-1.jpg  
2169K



previous-order-2.jpg  
2137K



new-order-designs.zip  
4846K



new-order-template.psd  
1788K

Custom Stickers <support@customstickers.com>  
To: Vince Rubinetti <vince.rubinetti@gmail.com>

Wed, Mar 20, 2024 at 5:21 PM

Hi Vince,

I apologize the QR code was blurry on your stickers and we didn't catch that. We can definitely do some testing to see if we can get it clearer for you, before you place your next order. We'll keep you posted. Thank you for your patience!

Brynna

From: Vince Rubinetti <vince.rubinetti@gmail.com>  
Sent: Monday, March 18, 2024 9:35 AM  
[Quoted text hidden]  
[Quoted text hidden]

Custom Stickers <support@customstickers.com>  
To: Vince Rubinetti <vince.rubinetti@gmail.com>

Wed, Mar 20, 2024 at 6:42 PM

Also, how many of each would you like for the new order?

Thanks!

Brynna

From: Custom Stickers <support@customstickers.com>  
Sent: Wednesday, March 20, 2024 3:21 PM



[Quoted text hidden]

[Quoted text hidden]

Vince Rubinetti <vince.rubinetti@gmail.com>  
To: Custom Stickers <support@customstickers.com>

Fri, Mar 22, 2024 at 11:33 AM

No worries! The other non-QR sticker came out great and crisp.

We'd like to do 5 of each.

Also, should I put these all in Illustrator files or something? Trying to make the process as smooth as possible.

Vince Rubinetti

[Quoted text hidden]

Custom Stickers <support@customstickers.com>  
To: Vince Rubinetti <vince.rubinetti@gmail.com>

Mon, Mar 25, 2024 at 6:05 PM

Hi Vince,

I apologize part of the printing team is out of town this week, but we could start testing on Friday. We appreciate your patience and understanding. The files are great as is.

Thanks!

Brynna

From: Vince Rubinetti <vince.rubinetti@gmail.com>  
Sent: Friday, March 22, 2024 9:33 AM

[Quoted text hidden]

[Quoted text hidden]

Custom Stickers <support@customstickers.com>  
To: Vince Rubinetti <vince.rubinetti@gmail.com>

Tue, Apr 2, 2024 at 7:10 PM

Hi Vince,

We test printed the QR code design and it works as far as reading the QR code. I'll send you a photo of how it looks. If it still looks too blurry to you, maybe you have a different file for the QR code?

Before I send you the invoice, I show that you have 24 designs and you want 5x of each 4" on cling vinyl. Is that correct?

The files you sent are great for us to work with.

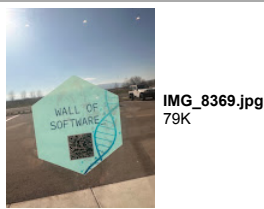
Thanks!

Brynna

From: Custom Stickers <support@customstickers.com>  
Sent: Monday, March 25, 2024 4:05 PM

[Quoted text hidden]

[Quoted text hidden]



Vince Rubinetti <vince.rubinetti@gmail.com>  
To: Custom Stickers <support@customstickers.com>

Tue, Apr 2, 2024 at 7:27 PM

Hi Brynna

I forgot to mention that yes, we had no problem scanning the QR code, so that works. I was just concerned about some of the finer details being lost in the printing process. I should also mention, if I haven't before, that I work for my University remotely. So, I am not seeing these printed stickers in real life. I'm only going off of your and their pictures.


Zooming in on the QR design in Photoshop, I do see a small strip of aliasing:



See attached for a fixed PSD of this. And yes, "24 designs and you want 5x of each 4" on cling vinyl" is correct.

Vince Rubinetti

[Quoted text hidden]

 wall-of-software.psd  
1108K

Custom Stickers <support@customstickers.com>  
To: Vince Rubinetti <vince.rubinetti@gmail.com>

Wed, Apr 3, 2024 at 12:18 PM

Hi Vince,

Thank you for sending the new file! I have put the reprints in for this design in addition to the new designs, but this one will be free. I sent over the invoice, let me know if you have any questions about it.

Thanks!

Brynna

**From:** Vince Rubinetti <vince.rubinetti@gmail.com>  
**Sent:** Tuesday, April 2, 2024 5:27 PM  
[Quoted text hidden]  
[Quoted text hidden]

Vince Rubinetti <vince.rubinetti@gmail.com>  
To: Custom Stickers <support@customstickers.com>

Wed, Apr 3, 2024 at 12:22 PM

Thanks for all your help, Brynna! Our admin team will pay for the invoice and submit the order shortly.

Vince Rubinetti

[Quoted text hidden]

Vince Rubinetti <vince.rubinetti@gmail.com>  
To: Custom Stickers <support@customstickers.com>

Wed, Apr 24, 2024 at 4:23 PM

Hi Brynna

We finally picked up our order from our mail room, and everyone is thrilled with the quality!

Could you provide an invoice for that previous order for our admins? The link we had for placing the order is now invalid.

Also I forgot to say, while the order link was working, it was only working on Chrome, not in Firefox or Safari. Something to pass along to your website team maybe.

Lastly, I realized that when I made my account, I misspelled my work/university email. I don't see how to change it on the website, could you fix it for me? The account is under [vincent.rubinetti@cuanshut.edu](mailto:vincent.rubinetti@cuanshut.edu) but it should be [vincent.rubinetti@cuanschut.edu](mailto:vincent.rubinetti@cuanschut.edu) (with a C).

Vince Rubinetti

[Quoted text hidden]