

# Wilsonart By You FAQ

**Q: What is Wilsonart By You?**

A: Wilsonart By You (WXY) is a service from Wilsonart that allows designers to create one-of-a kind laminate designs using proprietary Wilsonart custom processes, with as little as one sheet minimum order.

**Q: Where would I use Wilsonart By You?**

A: Wherever you want to create unique effects, such as on signage, custom furniture and retail fixtures. WXY is especially useful for incorporating corporate logos and graphics into a design scheme. And for putting a personal touch on a very special space.

**Q: How do I order Wilsonart By You Laminate?**

A: Start with your local Wilsonart distributor. Each laminate order must go through a local distributor. Because Wilsonart is not a direct seller of laminate, the Wilsonart By You team cannot answer pricing questions. However, the department CAN assist in finding and getting set up with the correct distributor for your project. You can also use the [“Find a Rep” tool on our website](#) to connect you with your local specification representative.

**Q: Can I send any artwork to the Wilsonart By You department for production?**

A: Not exactly. There are many different types of image files, and not all will work for custom printed laminate. There are many factors to consider such as resolution, image size, color, and clarity. If you have specific questions about your artwork, [please see our artwork formatting guidelines](#).

**Q: Is a custom printed design available over any Wilsonart pattern?**

A: No. While our custom laminate can mimic Wilsonart’s standard laminate patterns, the replications are not an exact match; however, our we have an entire collection (VDL) that lends itself perfectly to this application. You can find it here: [Virtual Design Library](#).



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**Q: How can I know if my image is going to look like what I want?**

A: The Wilsonart By You team will always send ONE free sample for approval. The samples are pressed laminate representations of the exact final product. The sample size is limited to roughly 15"x19" and are sent with an approval form.

**Q: How soon will I receive my sample?**

A: Some of that depends on receiving good artwork. If the artwork is ideal and in keeping with the Wilsonart By You requirements, samples are often produced in 3-5 days. If color-matching or special work is required, we will give you an approximation of sample completion. The sample is then sent via overnight delivery to you.

**Q: After I order the product, how long does it take until I have it?**

A: We will ship finished product from our facility **21 days** after receiving the PO from the distributor, along with signed confirmation of sample color and layout approval. It's important to note the lead time does not begin upon receiving the initial artwork.

**Q: Is digitally printed laminate different from normal Wilsonart<sup>®</sup> Laminate?**

A: While a custom image is achieved via a different process, there is no surface or performance difference between Wilsonart's traditional laminate and digitally printed laminate. Each product passes ISO testing, and shares the same workability. Please note that postforming properties meet ISO standards, but are not identical to standard Wilsonart postforming capabilities. You can find details in the [Wilsonart By You Tech Data](#).

**Q: What size sheets are available?**

A: Digitally printed custom laminate sheets are available in 3, 4, and 5-foot widths, and 8, 10, and 12-foot lengths.



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**Q: What finishes are available?**

A: WXY is available in High Gloss (01), Textured Gloss (07), Fine Velvet Textured (38), Matte (60) and Crystal (90) finishes. Premium finish upcharges apply for High Gloss, Textured Gloss and Crystal finishes.

**Q: Why is Wilsonart By You more expensive than traditional high pressure laminate?**

A: Customized laminate is a one-of-a-kind, hand-made product. Because of the additional time and processing required to produce each sheet, the product is more costly to make. It is also the sole property of the client, and as such, not promoted or sold to anyone else. Still, in most cases, it is a less expensive alternative to other customized or hand-rendered processes that are available in the surfacing industry.

