

Dear Customer,

Why do you need a back up email address?

If you have one email address to send and receive email, we advise you to add an email as a back up address in case something went wrong with your primary email address.

There are so many factors that can affect your regular email system with your ISP such as Spam attacks, overwhelming traffic, human error, server down etc. These periods of more or less hastened activity at your ISP may last only for minutes, but they can extend to several days. Whatever the longevity of the outage, in any case you can usually neither send nor receive any email.

This is where you, equipped with your free Web-based account, can step in. The web based email provider are such as [www.gmail.com](http://www.gmail.com), [www.yahoo.com](http://www.yahoo.com), [www.outlook.com](http://www.outlook.com), [www.incredimail.com](http://www.incredimail.com), and many more.

If you would notice, at Digitizing Factory we have set up four accounts with four different ISPs. They are [digitize@digitizingfactory.co.th](mailto:digitize@digitizingfactory.co.th), [digifac@ksc.th.com](mailto:digifac@ksc.th.com), [digitize@digitizingfactory.com](mailto:digitize@digitizingfactory.com) and [digifac@gmail.com](mailto:digifac@gmail.com). If you send one particular order to the four addresses, and even if one ISP is not working, we can always receive thru the other two. So your orders are not going to be missed.

So in your case, if you have two email addresses, when we send you the confirmation or order delivery, you will always receive them even though one of your ISPs is down.

Setting up your account with yahoo, hotmail, gmail etc is easy and it is free. You do not have to pay anything. You may not need to check your web-based email regularly. Two times a week would be enough, but it's nice knowing that you have a backup just in case something happens to your regular email system. You can even set up these free email systems to forward email to you to the regular dominant mailbox that you have.

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We would like to inform you that we do not want to miss your order or any of your requests. For this reason we have set up four email addresses for embroidery digitizing and four email addresses for art set up. Each of the four email addresses comes from a different domain. So in the case of one domain not working and unable to receive any email, the other two back up is still in operation. What you need to do is you may copy the below email instructions line and paste onto the TO: field in your email application. You send once and your email will come to our three addresses. They are different email with different domains, so nothing is going to be missed.

For embroidery digitizing (Digitizing Factory) they are:  
[digitize@digitizingfactory.co.th](mailto:digitize@digitizingfactory.co.th); [digifac@ksc.th.com](mailto:digifac@ksc.th.com); [digitize@digitizingfactory.com](mailto:digitize@digitizingfactory.com); [digifac@gmail.com](mailto:digifac@gmail.com)

For art set up (Digital Graphix Factory) they are:  
[digital@digitalgraphixfactory.co.th](mailto:digital@digitalgraphixfactory.co.th); [digitalgraph@ksc.th.com](mailto:digitalgraph@ksc.th.com); [digital@digitalgraphixfactory.com](mailto:digital@digitalgraphixfactory.com); [digifac@gmail.com](mailto:digifac@gmail.com)

\*Please note that for some email applications instead of semi colon (;) between the addresses you may need to use comma (,).  
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This is also a reminder that on each and every order that we receive, we will send back our confirmation that we have received your order. If in any chance you did not receive the confirmation within 2 - 14 hours, it means we did not receive your order and you will need to send again.

At the moment our finished designs are delivered 99% accurate on time. If in any case you did not receive the finish designs according to our confirmation, there can be some error during Internet delivery for example Internet disconnection, power failure on the ISP side, email getting lost in the internet loophole etc. If you ask for it once again, it will be sent immediately.  
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Do you know....

Do you know that you can chat with us online in case of emergency? [www.designcommunicator.com](http://www.designcommunicator.com)

Do you know that we have another server to load balance your request? Please click the following link:

<http://www.designcommunicator.com/orderentry/>

As you go in, please add the site to your favorites.

Do you know that you can contact us using a quick contact form at:

<https://www.designcommunicator.com/>

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Thank you for your support! Please let us know if you have any question.

From all of us at Digitizing Factory and Digital Graphix Factory

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