



Luxury Bespoke Ceramics

mclaggan+co

Hello ...

... and welcome to the **mclaggan+co** bespoke brochure.

We have over 50 years experience in providing our customers with luxury bespoke bone china products. Every product is screen printed, hand decorated and kiln fired at our factory close to Loch Lomond, Scotland.

The bespoke product market has grown significantly in recent years with more customers keen to enhance their current range or start from scratch and launch their own unique products in order to tell their own story; maximise profits; engage their audiences; or promote their brands.

We can take you step by step through the process and have streamlined how we can help. To guide you to the right product or service, please visit our guides on pages 4-5. We now offer a partial bespoke service for smaller minimum order quantities with simple designs; as well as a full bespoke service for more complex full colour designs.

Although mugs are our speciality, we can apply our expertly screen printed decals to most types of ceramic ware. So, whether you want branded mugs to gift to customers, commemorative baubles to mark a milestone; bone china candle pots to extend your product range; cappuccino sets for your boardroom; or bone china cups to elevate your merchandise collection, we will work with you to create products to delight and inspire. Please see page 8 for our standard selection of ware available, however, if there is another shape, size or type of ware you would prefer, please ask our Sales Team and we will be happy to help with sourcing your preferred requirements.

With a wealth of experience working with museums, visitor attractions, hotels, retailers, galleries, corporate businesses, merchandising companies, artists, micro brands and more, you are in safe hands with **mclaggan+co**. We look forward to helping bring your ideas to life.







Full bespoke

Ideal for: museums, visitor attractions, galleries & artists

- ✓ ALL TYPES OF WARE
- ✓ FULL COLOUR (CMYK) PRINTING PLUS SPOT COLOURS
- ✓ PANTONE COLOUR MATCHING (UP TO 90%)
- ✓ METALLIC SILVER, GOLD & COPPER AVAILABLE
- ✓ BESPOKE PACKAGING AVAILABLE



Partial bespoke

Ideal for: corporate gifting; schools, colleges and universities; hotels

- ✓ OUR MOST POPULAR TYPES OF WARE
- ✓ CHOICE OF UP TO THREE IN-HOUSE COLOURS
- ✓ METALLICS SILVER, GOLD & COPPER AVAILABLE
- ✓ STANDARD PACKAGING AVAILABLE

You are in good company

We are proud to have worked with some amazing brands over the years.
Here are just a few of the lovely people we have had the pleasure to work with ...

DIAGEO

FENWICK

GLENEAGLES HOTEL

HISTORIC ROYAL PALACES

HOUSE OF LORDS

JOHN LEWIS

LIBERTY

MANCHESTER UNITED

NATIONAL GALLERIES

NATIONAL TRUST

PAUL SMITH

ROYAL YACHT BRITANNIA

SAVOY

TATE

V&A DUNDEE

WESTMINSTER ABBEY

CASE STUDY

CASTLE HOWARD

Nestled in the rolling countryside of North Yorkshire, Castle Howard has more than 300 years of history. The Howard family were looking for quality branded products for their gift shop, settling on our classic bone china mug and matching bauble. Each product features a screen-printed line drawing of the house, with Castle Howard logo detail on the inside rim of the mug and reverse of the bauble. Red velvet ribbon and gold fixings finish off the bauble, with bespoke packaging adding to the shelf appeal.



The process



Your design will be printed using traditional silk screens. Screen printing is renowned for durability and vibrancy of colours compared to other types of printing, for example, dye sublimation.

Our team of skilled decorators apply each decal by hand. The yellow covercoat, seen here, burns off during firing.



Hot off the kiln, your products are quality checked before despatch, including any additional requirements such as packaging.

Choose your ware

Classic mug, bauble & pot
96 minimum, all other ware
300 minimum

CLASSIC BONE CHINA* MUG

Choose from 300ml, 350ml & 400ml

*Earthenware and "non-bone" china available



BONE CHINA BAUBLE

BONE CHINA POT



BONE CHINA NORDIC MUG

BONE CHINA TALL MUG



BONE CHINA TOPAZ MUG



BONE CHINA TANKARD

Two sizes





FAQs

HOW MUCH WILL IT COST?

Prices vary depending on the number of colours in your design (single colour being the most cost effective); type of product and quantities required. Complete our bespoke enquiry form for your no-obligation quote.

HOW MANY DO I HAVE TO BUY?

For our full bespoke service (see page 4), the minimum order is 300 units. For partial bespoke (page 5), the minimum order is 96 units.

I DON'T HAVE ARTWORK, CAN YOU HELP ME?

We supply templates for you to work from, or we can produce artwork for you. For simple designs, such as a logo front and back, we are happy to do this free of charge. For larger projects or more complex design briefs, we charge a design fee.

HOW SHOULD I SEND FILES?

Vector files are preferred wherever possible (AI, EPS or SVG). If sending images, please send high resolution (300dpi or higher). We recommend sending files via a file transfer service, such as Dropbox Transfer

or WeTransfer, to avoid any compression via email.

CAN YOU PRINT PHOTOGRAPHS?

Yes, we can reproduce photographs using a full-colour screen-print process (CMYK + additional spot colours as needed). A photograph rendered into a line drawing is a popular and affordable alternative.

WHAT IF I DON'T LIKE THE DESIGN?

We never proceed with an order until you have approved your artwork. As part of the full bespoke process, you will be sent a screen-printed sample.

WHAT ABOUT THE COLOURS?

We can print from single colour to full colour designs on all of our products. We can reproduce most colours, including metallics such as gold or silver. It can be difficult to match Pantones using ceramic inks, but we usually get to 90% accuracy.

HOW LONG WILL SAMPLING TAKE?

From approval of artwork, sampling times will depend on whether you use our full or partial bespoke service. Sampling for full bespoke is typically 6-8 weeks. Sampling for partial bespoke is typically 3-4 weeks.

WHAT IS THE LEAD TIME FOR FINAL PRODUCT?

Following on from sampling approval, lead time for your final print run is a further 6-8 weeks (full bespoke) or 3-4 weeks (partial bespoke). Please allow additional time during busy periods such as the lead up to Christmas.

HOW WILL MY PRODUCTS BE PACKAGED?

Unless you have chosen an additional packaging option, your mug items will typically be packaged in cartons of 48. For other ware, please ask for details. In the event of any breakages, you should inform us immediately via email with photos.

WILL MY MUG HAVE SOMETHING ON THE BASE?

Yes, we will attach our bespoke backstamp. Alternatively, we can attach your own design.

CAN I HAVE ADDITIONAL DECORATION ON MY MUG?

Yes, we can decorate the handle, inside rim, or inside base for an additional charge.

HOW MUCH IS DELIVERY?

Cost of delivery depends on the order size and products ordered. We will advise on order confirmation.

IF I WANT BESPOKE PRODUCTS FOR CHRISTMAS, WHEN SHOULD I ORDER?

Due to the demand for products, particularly our bone china baubles, we do advise that you begin the process in the summer months (June/July) to guarantee products are not delayed in our busy printing and decorating schedule in the lead up to Christmas.

WHEN DO I PAY FOR MY PRODUCTS

Due to the nature of custom made products, we do require payment to be made in advance. This can be done in two stages: payment for the screen set up (and any sampling); and payment prior to the full production run. For any questions relating to this, please contact our sales team.

I CAN'T SEE THE TYPE OF WARE I'M LOOKING FOR.

Please ask our sales team if you have a different style of mug or other type of ware you

are looking for. We can source many different types of ware for you, such as plates, trinket boxes, dishes, etc.

WHAT IF I NEED A RE-PRINT?

That's no problem. Simply let our sales team know that you wish to reprint your design and we will take care of it. Unless your design was last printed more than three years ago, there is no need to go through the set up and sampling process again. Your reprint will take 4-6 weeks (full bespoke) or 3-4 weeks (partial bespoke).

CAN I GET PRINTED GLASSWARE?

Yes. We are pleased to say that we are now able to offer screen-printed glassware. Please ask our sales team for more information.

WHAT IS THE SET UP AND SAMPLING FEE?

In order to screen print your design, we first need to create

the silk screens. Depending on whether your design is full colour or a Pantone match, we will also provide a colour sampling phase. These are one-off fees for each design and, should you wish to reprint, you do not need to pay this fee again.

I STILL HAVE QUESTIONS. WHERE CAN I GET HELP?

Please email sales@msmugs.com and we will be happy to help.

HOW DO I START THE PROCESS?

Complete our bespoke enquiry form by clicking the link below or sending an email to sales@msmugs.com.



We're social

   @mclagganco

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✉ sales@msmugs.com

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