

File Type Requests

Which file types can you provide as final files?

By default, we provide JPGs and PDFs as final files ([more info here](#)). For almost every client, that is sufficient.

By request, we can provide PNG and EPS* formats. Unfortunately, we cannot provide files in AI, 3dsMax, DWG, SVG, or PSD formats. There's one exception for DWG: We can provide DWG files for 2D Basic Site Maps or Building Maps.



**When used for vector products, these are true EPS files. However, the ability to edit the EPS files is limited to basic edits such as moving text or deleting objects. Further, the layers are not neatly organized since we do not design our vector products in Illustrator.*

When used for raster products, these are not true EPS files. Why? EPS files are vector format. Therefore, it is impossible to create a true raster EPS file. And so, we have a workaround. We place the raster image (e.g. PDF) into an EPS file. In some cases, it is sufficient for client needs. See below for the difference between raster and vector formats.

What's the difference between raster and vector formats?

Before we explain the difference, know that our products fall into two broad format categories: raster products and vector products. Here's the breakdown.

Raster Products

- 3D Floor Plans
- 2D Floor Plans (not Black and White 2D Floor Plans)
- 2D Realistic Site Map (not 2D Basic Site Map)
- Interior Renderings
- Exterior Renderings
- Page Layout
- Basic Page Layout

Vector Products

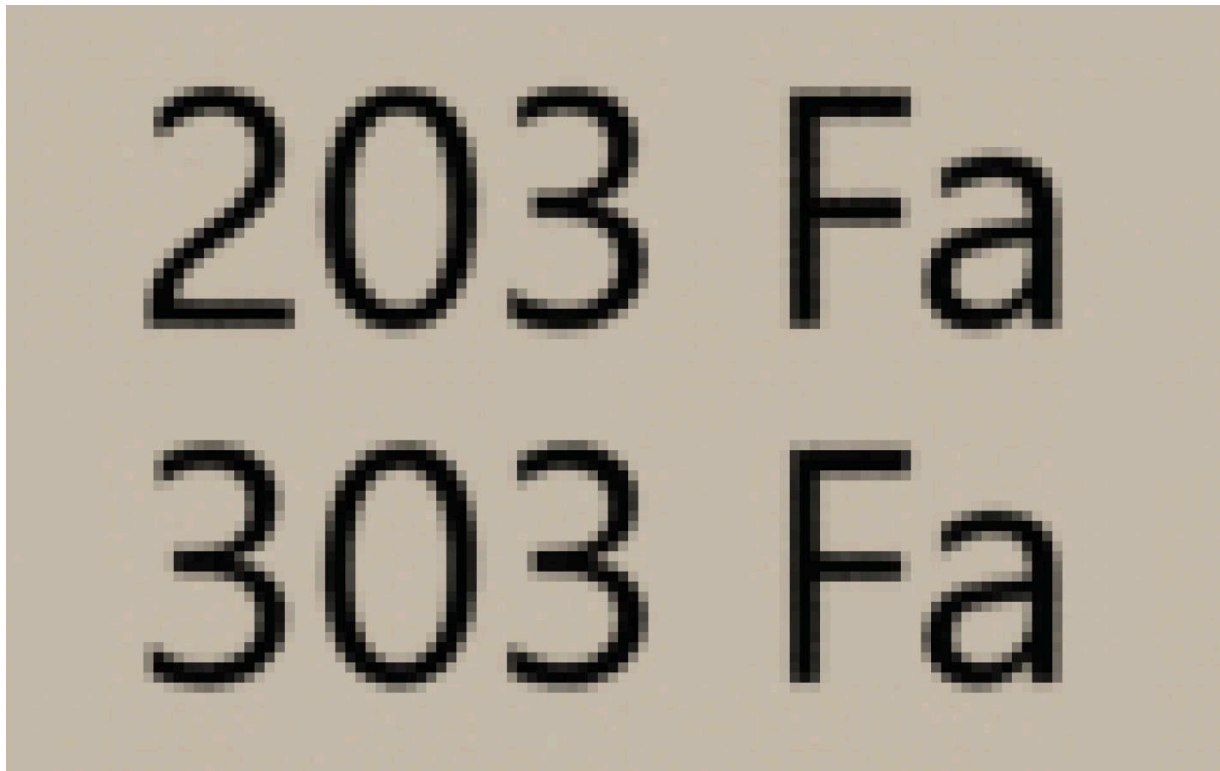
- Black & White 2D Floor Plans (not 2D Floor Plans)
- 2D Basic Site Map (not 2D Realistic Site Map)
- Building Map

Here's the difference between raster and vector in plain English.

Raster

Raster images are a pixel-based file format. That means the image is made up of tiny, colorful squares known as pixels. A single square is 1 pixel. When very zoomed in, you can see the separate squares or pixels clearly.





As you can imagine, raster images can only be zoomed so far before they begin to lose clarity or "pixelate," as seen above. Naturally, raster images have certain limitations if you need print at a very large size (think huge poster).

Thankfully, our print images are already provided at 4K (a very high resolution or pixel count). It means the image contains roughly 4,000 tiny pixels. The result is a crisp and clear image perfect for printing on 99% of popular print sizes.

However, if your raster product must be printed on a very large poster, reach out to your project manager about our poster size renderings.

💡 View examples of [raster images here](#).

Vector

Unlike the raster format, the vector format is not pixel-based. Instead, vector files are made up of solid geometrical shapes. Think of the letter "A" as a geometrical shape. As a vector shape, it is a solid object and not made up of tiny pixels.

Vector files allow for "infinite zoom" - no matter how much you zoom, the quality will always be crisp and clear since the image is made of shapes, not pixels.

Download the examples below and zoom in to understand it.



2D_Basic_Site_Map.pdf



Black__White_2D_Floor_Plan.pdf

Can raster images be converted to vector format?

Unfortunately, no. Since they are separate file formats, raster images cannot be converted to vector.

On the contrary, vector images can be saved as raster file formats (JPG, PNG, etc). However, when they are saved as raster files, they are converted to raster images and lose their vector qualities (geometrical shapes, infinite zoom, etc).

Can you send me the design files?

Unfortunately, we can't share our files because we use proprietary software. Instead, you will receive the final files you need for your print and web marketing [as seen here](#).

Rest assured that we store the design files in enterprise-level cloud storage software. So if you need changes made to your products, just [order an update for your completed project](#).

What about interactive applications?

Interactive products, such as [3D Walking Tours](#), [Interactive Site Map](#), or [2D Furniture Decorator](#), are delivered via a URL. And so, no files are transferred.

We do send [display and embed instructions](#) to integrate them on your website or in your leasing office. Also, self-hosting is not available.



If there's any doubt or a question we didn't cover, feel free to reach out to your project manager. We're happy to help!