

## CHESS TRADING CARDS FAQ

1. Why don't all of the links on the customization page work?

Our site relies on pop-up windows to provide additional instructions and features. In order to use these features, please edit the settings in your browser to allow pop-ups for our site ([www.mauriceashleychampions.com](http://www.mauriceashleychampions.com) and [www.chesstradingcards.com](http://www.chesstradingcards.com)).

2. Why is my image distorted on the card?

We recommend that you edit photos to the required size prior to upload. It is possible to adjust and crop images after you upload them to the MATCH site. However, the images are automatically resized to fit on the card properly. If your image proportions are incorrect, your image will be distorted. You may correct this problem by clicking 'revert to original' on the crop image window. Then, you will need to drag the crop box to the desired part of the image (this may involve scrolling around a bit) and selecting submit. The crop box is fixed to the correct proportions, so your image should not be distorted. If your image is very large, you will not be able to see the entire image in the crop image window. This is due to the resolution differences between printable images and the web (and, is why we recommend that you size your image prior to uploading them. It is much easier when you can see the entire image). If you choose to crop the image on our site, you will need to drag the crop box while scrolling to the section of the photo you wish to select.

Important notes: In order to use the 'revert to original' feature, you MUST save your image. This is done by clicking the 'save' check box in the 'upload' image window. If you start customizing a card and would like to save it for future use, for this or future orders, you MUST save your work before leaving the customization page.

3. Why can't I see the entire card as I am customizing it?

You can see your entire card at any time, by clicking the 'preview card' link at the top of each card. You cannot see the entire card while you are editing it because images on the web have a much lower resolution than what is needed for high-quality printing. In order to compensate for this difference, a much larger image is used on the web which can then be scaled down to a higher resolution (and smaller size) for printing purposes. We know this is a bit aggravating, but it really does result in a much higher quality end product. We are confident that you will feel the tradeoff is worth it once you see the final product.

4. I have run out of ideas for text. Can you suggest some things?

**Yes, we have lots of ideas. Here are a few:**

What is your favorite chess piece?

How old were you when you first played chess?

Who was your first opponent?

Who taught you to play chess?

Who is your favorite opponent?

Current rating

Favorite place to play

Section played in tournament (K-12, K-3, Adult, etc.)

Score (e.g., 1-0, 1-0, 0-1)

Time control (e.g., G/40, Blitz, Bullet)

Favorite Chess Variant (e.g., bughouse, blitz, bullet)

First five moves of best game (e.g., 1. E4 c5, 2. Nf3 d6, 3. D4 cxd4, 4. Nxd4...)

**Whole cards can be dedicated to the following, with questions/fields that provide details:**

Playing in a special event: location of the event, date, name, age

Team/Club cards: Name of team, coach, child's name, year, grade, etc. Depending on the size of the team or group, the front picture can be of the child and the back can be of the team or their coach (or the child with their coach). One option is for each child to order enough (of their own) cards to give one to each of their teammates. Kids can then trade cards so that each child ends up with one card from each teammate. We recommend that you have permanent markers around (silver and gold look great on the darker cards) on trading day so that kids can autograph their cards as they trade.

Achieving a rating milestone: Date, event, rating achieved, place, age, etc.

Placing at a tournament: Place, location, date, name of tournament, score, rating, etc.

Yearly progress: Rating, number of tournaments played, section played, specific skills learned, etc.

**IMPORTANT NOTE:** If you are making cards for trading purposes (and, therefore, do not know where the card might end up), we recommend that for safety purposes you make sure that there is not enough information on the card to locate your child. For example, include the child's name and age, grade, and team name, but not the school name or address (home or school).

5. Can I get a specially designed card for a chess event we are hosting?

Yes, you can. We do custom cards for special events. Please [contact us](#) for a price quote well in advance of your event.

6. When I hit 'revert to original', the image does not revert to the image I originally uploaded. Can you help?

You must click the 'save image' check box as you are uploading your image in order to be able to use this feature and/or to save the picture for use on future cards.

7. I customized a card, but when I returned to your website, it was missing. Where did it go?

You must click the 'save card' link in order for the card to be saved on our website. If you navigate away from the customization page without saving the card, you will lose your progress even if you only navigate away to look at another card. Please remember to save any progress frequently as you work. Once saved, you can return to it by logging into your account.