

# CUSTOMCARDZA

## Card Customisation Process

*Version 2.0 | Effective 9 October 2026*

*Quaint Laser Print (Pty) Ltd | Registration 2026/757103/07*

*A clear overview of what happens from order to delivery.*

1. Choose a supported pre-designed card or submit a Custom Card design request.
2. Review the service limitations: FNB-issued cards are not accepted; manufacturing uses the existing contact chip only; magnetic-stripe/swipe and contactless/tap-to-pay functionality are not supported; the original plastic card becomes unusable once manufacturing begins and the chip is removed.
3. For Custom Card work, approve the final proof in writing or digitally using "Approved for Manufacture".
4. Complete checkout, review the full order and accept the required acknowledgements.
5. Freeze or lock the card and place it in a sealed opaque envelope before courier collection. Do not cancel the card.
6. On receipt, CustomCardZA records the package and chain-of-custody process in the controlled receiving area and performs the initial non-transactional chip communication check.
7. If the initial check fails, processing stops and the customer is contacted before manufacturing begins.
8. If the check passes, the requested engraving or customisation is completed first. The card then proceeds to manufacturing, where the existing contact chip is fitted into the prepared metal card.
9. A second non-transactional chip communication check is performed after manufacturing.
10. The finished order is packed and returned using the approved courier process.
11. After delivery, the order remains "Delivered - Awaiting Card Confirmation" until the customer confirms that the card works or reports an issue. The customer is asked to test the card within about 48 hours and complete the Card Receipt & Function Confirmation.

### **Remember**

CustomCardZA never needs your PIN, OTP, online-banking password or banking login credentials.