Unfortunately we were unable to process your proof because the file type is not supported or the file settings have prevented the proof from being created.

The file has been uploaded, but the proof has not been created. There are several reasons why a proof may have failed. Things that you can check:

- Is the file format supported? The list of file formats can be found [here](#)
- Ensure that print settings and password protection is disabled
- Sometimes very large posters cannot be processed; try reducing the scale of the document.

If you would like us to check the file for you, please contact [Customer Support](#).