

1974 - 2024

50  
years

McLaggan®

# LUXURY BESPOKE CERAMICS



# Hello

and welcome to our bespoke brochure. As we go to print, we are gearing up for our 50th anniversary celebrations. Five decades after founder Wally Smith set up Mclaggan Smith Prints in 1974, we still use the traditional methods the company was built on, with mugs screen-printed, hand-decorated and kiln-fired at our factory near Loch Lomond, Scotland.

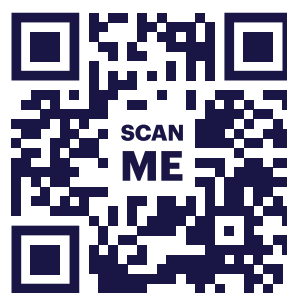
Last year saw more bespoke enquiries than ever. With more and more customers looking for their own printed ceramics, we took a step back and looked at our bespoke offering from start to finish. To streamline the process, and guide you to the right product or service, we now offer a full bespoke and partial bespoke service (page 4).

Although mugs are our speciality, we can apply most types of printed decals to most types of ceramic ware. From bone china mugs to complement your room decor, to commemorative baubles to mark a particular milestone, we will work with you to create products to delight and inspire. See page 6 for the various types of ware available.

With 50 years of experience working with hotels, museums, galleries, retailers and more, you are in safe hands. Whether you have something specific in mind or wish to explore some ideas, talk to our friendly, experienced team today.



ENQUIRE NOW



Scan (or click) the QR code and complete our enquiry form for your no-obligation quote





# Our services

## FULL BESPOKE 300 MINIMUM

ALL TYPES OF WARE

FULL-COLOUR  
(CMYK) PRINTING

COLOUR-MATCHING  
(UP TO 90% ACCURACY)

METALLIC SILVER, GOLD  
AND COPPER AVAILABLE

BESPOKE PACKAGING  
AVAILABLE



## PARTIAL BESPOKE 96 MINIMUM

OUR MOST POPULAR  
TYPES OF WARE

UP TO THREE  
STOCK COLOURS

METALLIC SILVER, GOLD  
AND COPPER AVAILABLE

STOCK DESIGNS AVAILABLE

STANDARD PACKAGING  
AVAILABLE



### EXISTING CUSTOMER?

Order an existing bespoke design within 3 years with no set up and sampling charge. Order minimums apply.

### CAN WE HELP?

Our FAQs can be found on page 9. For everything else, email [sales@msmugs.com](mailto:sales@msmugs.com) and we will be happy to help.

# 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 into 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 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.



# Choose your ware

Classic mug, bauble & pen pot  
**96 minimum**, all other types of  
ware **300 minimum**



NORDIC MUG



TALL MUG



TEAPOT



JUG  
Three sizes



STORAGE JAR WITH LID  
Two sizes



SERVING BOWL



# 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 products chosen 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, the minimum order is 300 units. For partial bespoke, the minimum order is 96 units. See page 4 for more information on our services.

## 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 can accept files via email or a file transfer service such as Dropbox Transfer or WeTransfer.

## CAN YOU PRINT PHOTOGRAPHS?

Yes, we can reproduce photographs using a full-colour (CMYK) screen-print process. 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 completed the artwork approval form. As part of the 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 will get as close as possible (roughly 90%).

## HOW LONG WILL SAMPLING TAKE?

From approval of artwork, sampling times will depend on whether you use our full bespoke 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 months leading up to Christmas.

## HOW WILL MY PRODUCTS BE PACKAGED?

Unless you have chosen an additional packaging option, your mug items will typically be packed 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 MUGS?

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



## HOW MUCH IS DELIVERY?

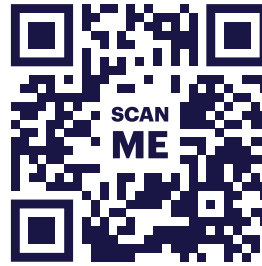
Cost of delivery depends on the order size and products ordered. We will advise on order confirmation.

## I STILL HAVE QUESTIONS. WHERE CAN I GET HELP?

Please email [sales@msmugs.com](mailto:sales@msmugs.com) and we will be happy to help.

## HOW DO I START THE PROCESS?

Complete our bespoke enquiry form by scanning the QR code, or email [sales@msmugs.com](mailto:sales@msmugs.com)



**We're social**

Visit our social channels for more examples of screen-printed ceramics we have produced for our lovely customers.

   @mclagganuk





# Mclaggan®

Email [sales@msmugs.com](mailto:sales@msmugs.com)  
Phone 01389 755655  
Visit Mclaggan Smith Mugs Ltd  
Jamestown, Scotland G83 8BS

ENQUIRE NOW



Scan (or click) the QR code  
and complete our enquiry form  
for your no-obligation quote

