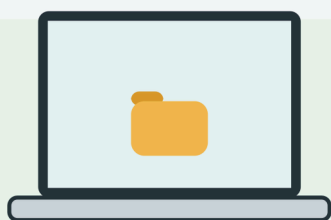


Zip File Troubleshooting Guide

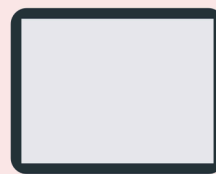
Having trouble opening your printables? Follow these simple steps.

Before you start

Your printables arrive as a **zipfile**, a compressed folder that holds all your files in one download. You need to **extract (unzip)** it before you can use the files.



Laptop, PC or Mac



Phone, tablet or iPad

Please open your zip file on a laptop or desktop computer

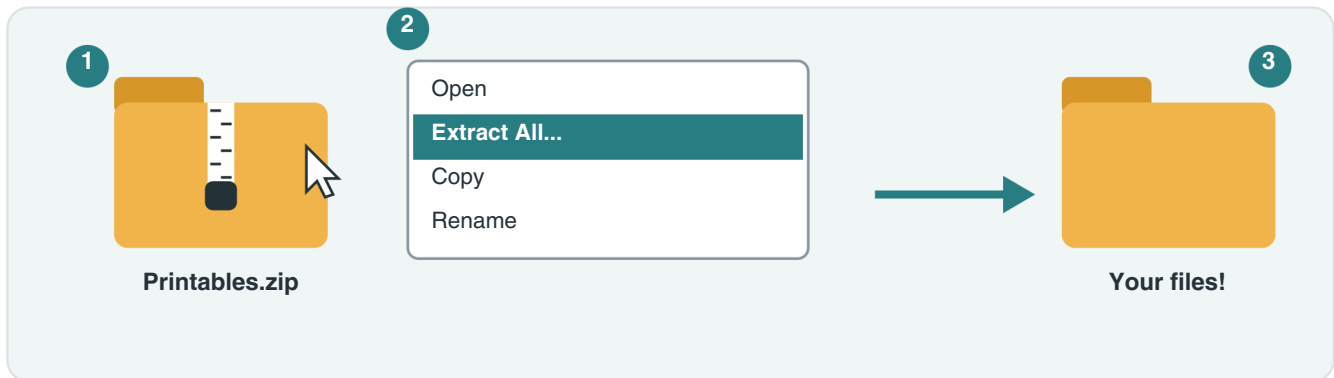
Use a laptop or desktop computer (PC or Mac) to open your zip file. Phones, tablets and iPads often can't unzip files properly. They may show only some of the files, or none at all. If you downloaded on a mobile device, send the file to your computer or re-download it there from your order confirmation email or account page.

Tips for everyone

- Use a computer, not a phone or tablet.
- Make sure the download has finished before opening it.
- Keep the original zip file as a backup.
- Open the extracted files in a PDF viewer such as Adobe Acrobat Reader (free) for the best printing results.

For PC (Windows) users

How to unzip



Right-click the zip file, choose Extract All, and a normal folder with your files appears

- 1** Find the zip file in your **Downloads** folder.
- 2** Right-click the file and choose **Extract All...**
- 3** Click **Extract**. A regular folder opens with your files inside.

Don't open files from inside the zip. Always extract first, or the files may not open or print properly.

Other common PC problems

- **"Thecompressed(zipped)folder is invalid" or "Windows cannot open the folder":** the download was probably interrupted. Delete the file and download it again, ideally in Chrome, Edge or Firefox.
- **Files look empty or are missing:** you may be viewing the zip's preview. Extract all files first.
- **Download was blocked or removed:** your antivirus or browser may have flagged it. Check your Downloads and security settings, or try a different browser.
- **Not enough space:** unzipped files take up more room than the zip, so make sure you have free storage.

Error: "Path is too long" (PC)

Windows limits the total length of a file's location, meaning all the folder names plus the file name. If your zip file is buried inside a long chain of folders, extraction can fail. The fix is to shorten the path.

C:\Users\Sam\Downloads\My Orders\October 2026\Printables Bundle Full Set
Version 2 FINAL\Weekly Planner Pages\Letter Size\Printables.zip



Too long: Windows may stop with a 'path is too long' error

C:\Prints\Printables.zip



Short and simple: extracts without problems

A short location keeps Windows happy

The fix, step by step

- 1 Move the zip file to your **Desktop**, or straight into the **C: drive**.
- 2 Rename the zip file to something short, like ***Printables.zip***.
- 3 Right-click it and choose **Extract All...**
- 4 Click **Browse** and pick a short destination, such as your Desktop or a new folder called **C:\Prints**.
- 5 Click **Extract**.

Extract Compressed (Zipped) Folders

Files will be extracted to this folder:

C:\Prints

1

Browse...

2

Extract

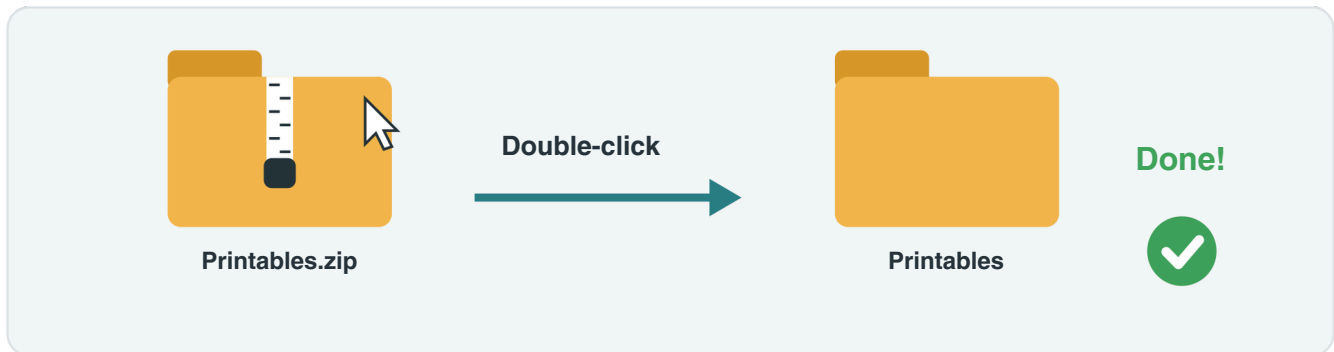
Choose a short destination (1), then click Extract (2)

Once the files are out, you can move or rename the folder wherever you like.

Still stuck? Download the free program **7-Zip** (7-zip.org). Right-click the zip file, choose **7-Zip**, then **Extract to "FolderName\"**. It handles long names better than Windows' built-in tool.

For Mac users

How to unzip



Double-click the zip file and macOS creates a folder with your files

- 1 Find the zip file in your **Downloads** folder.
- 2 **Double-click** the zip file. macOS creates a regular folder with your files next to it.

If you downloaded with Safari, the zip may have already unzipped itself. Check your Downloads for a folder with the same name.

Common Mac problems

- **"Unable to expand" or "Error 79 / Error 1"**: the download is likely incomplete or corrupted. Delete it and download it again.
- **Nothing happens when you double-click**: right-click the zip file and choose **Open With, then Archive Utility**.
- **Still not working?** Install the free app **The Unarchiver** from the App Store, then right-click the zip and choose **Open With, then The Unarchiver**.
- **Files open only as a preview**: make sure you're opening the *extracted* folder, not the zip itself.
- **"Path too long" on Mac**: this is rare, but if it happens, move the zip to your **Desktop**, rename it to something short, and unzip again.