



PAPER & POSH COMPANY POLICIES

Please read carefully before ordering your stationery

Thank you for choosing Paper & Posh! We want you to be completely thrilled with our products and our service. All consultations and orders are subject to the following policies. If you have any questions about our policies, please contact Lindsay Liebman, owner of Paper & Posh, at 610.952.7524.

Estimate

Your first consultation and two estimates are free of charge. Additional consultations and estimates prior to making a deposit are subject to a non-refundable \$50 consultation fee. Estimates are subject to change. Changes may include, but are not limited to, quantity increase, additional proofs, customization, or design changes. Items not included in your estimate will not be included in your order. Updated estimates are available upon request. Estimates expire after 30 days.

Ordering

Orders will be placed after 1) estimate approval and 2) payment of a deposit of 50%. You may cancel your order any time before printing for a refund of your deposit less a \$100 design time charge, and any other actual proof/design fees incurred by Paper & Posh.

Orders for invitations must be placed SIX MONTHS in advance of your event date so that invitation proofs can be approved at least FOUR MONTHS prior to your event date. Orders for "day of" materials including programs, menus, place cards, table cards, etc. must be placed THREE months in advance of the event date so that "day of" proofs can be approved at least TWO MONTHS prior to your event date.

Payment

A 50% deposit is required at the time of order. Balances must be paid in full at the time of pick up. We accept checks and cash. We are very sorry for any inconvenience, but we do not accept credit cards.

Customization

For all stationery; text, font choice, and ink colors are customizable. Additional customization including paper changes, pre-set design changes, motif addition/changes, photos, artwork, multiple ink colors, embellishments, and other options such as die-cutting, edge painting and plying may not be available, or may require an additional charge.

Quantity

Minimum quantity on all stationery orders is 25 (unless otherwise indicated). For wedding and Bar/Bat Mitzvah invitations, we recommend you purchase an *additional* 25 invitations as "insurance" for last minute guests. WE STRONGLY RECOMMEND ORDERING 25 EXTRA ENVELOPES ON ALL ORDERS.

Proofs – VERY IMPORTANT

Your estimate will include an electronic proof of your item. Please choose your ink and paper colors from our samples, and note that ink colors may appear different on the electronic proofs. We order your proofs from a third party graphic designer. We will provide an estimated proof date upon request, but in all cases please allow up to ten business days for initial proofs and revisions to each proofs. Pricing for an initial proof is included in your estimate.

A significant amount of time and expense is involved in the graphic design process and therefore each initial proof fee will allow for only ONE proof (unless there is mistake in your proof). Additional proofs may require additional fees.

It is the customer's responsibility to review all proofs very carefully and approve/not approve in accordance with our proof policy (available on our website and attached hereto). All proof changes/responses MUST BE EMAILED (we cannot accept proof responses/changes via telephone or text message). PLEASE NOTE: It is important to take care when approving a final version of your electronic proof. Approved proofs are directly used to generate you or printed stationery, or in the case of letterpress stationery, the printing plates from which your stationery is letterpressed. By approving a final proof you agree that all text and design will appear exactly as shown with no further changes necessary. PLEASE PROOFREAD EACH PROOF SLOWLY AND VERY CAREFULLY: WE PRINT DIRECTLY FROM THE FINAL, APPROVED PROOFS. ONCE YOU APPROVE THE PROOFS, THERE WILL BE NO FURTHER REVIEW OF YOUR ORDER FOR DATES, TIMES, SPELLING, TITLES, GRAMMAR, PUNCTUATION OR OTHER CONTENT.

When you approve a proof, you are relieving Paper & Posh of all liability in accordance with Paper & Posh's proof policy, available on our website and attached hereto on page 5.

Invitation proofs must be approved at least 4 months prior to your event date. Orders for "day of" materials including programs, menus, place cards, table cards, etc. must be approved at least 2 months prior to your event date. Please coordinate with other vendors to ensure that all information necessary to order these items is available.

Envelopes

We do not fulfill envelope-only orders. Blank main white or cream envelopes are included with every invitation order. Inner or double envelopes, lined envelopes, card-stock envelopes, colored envelopes and return addressing may be an additional fee and are not included in your order unless indicated on your estimate. Extra inner and outer envelopes are available and we recommend you order at least ten (10). Additional envelopes are not included in your order. Additional envelopes are an additional fee.

Production

Once proofs are approved, allow up to FOUR WEEKS for production time (five weeks for letterpress). Rush production and shipping is available for an additional fee.

Shipping

Allow up to ONE WEEK for shipping. All orders are shipped to Paper & Posh. Standard shipping rates are indicated in your estimate. Rush shipping is available for an additional fee.

Assembly

Invitations may arrive unassembled. Some invitations require more assembly than others (some may require mounting, gluing, or attaching embellishments/ribbons). Envelope liners may also require assembly.

Calligraphy

Digital guest addressing of envelopes may be available for an additional fee and require you to submit an excel spreadsheet (a template will be provided) containing your guests information. Guest information is provided to a third party printer. Paper & Posh disclaims all liability for misuse of your guests' information by the third party printer. Paper & Posh does not review the excel spreadsheet for spelling, grammar, punctuation, etc., and your guests names will print exactly as submitted.

Paper & Posh will facilitate calligraphy services for you with other vendors for hand calligraphy, but is not affiliated with any hand calligraphers and disclaims all responsibility for mistakes or errors on the part of any calligrapher.

Printed place cards or other variable data items for your event are available. Variable data (names, numbers, etc.) must be provided to Paper & Posh at least four weeks prior to the event. Please plan your RSVP dates in accordance with this policy.

Customer provided materials

Paper & Posh may be able to utilize customer provided materials including specialty paper, jewels, or ribbons. Paper & Posh disclaims all liability for the quality or failure of those materials, or their ability to withstand mailing.

Postage

Invitation postage varies on shape, orientation and weight of invitations. Paper & Posh cannot provide you with an estimate for postage. We strongly recommend you have your assembled invitations weighed by the post office before purchasing stamps.

Customer responsibility

Customer cooperation, including responding to emails, phone calls and approving proofs is required for stationery to be delivered in a timely manner. Paper & Posh makes every effort to respond to emails and phone calls within one business day. We cannot accept order or proof changes via text messaging.

Your final product

Your final product will be shipped to Paper & Posh for your review and approval (see approval policy, attached hereto on page 6). It is the customer's responsibility to review the final product very carefully for accuracy before approval. When you approve your order, you are relieving Paper & Posh of all liability in accordance with Paper & Posh's approval policies, available on our website and attached hereto on page 6. Final payment is due at the time of pick up/approval.

DO NOT MAIL invitations to your guests before carefully reviewing them once again to ensure all dates, times, wording, grammar, titles, design, font, typeset, spelling, punctuation, photographs, images, ink color,

resolution, layout and all of other appearances and terms are correct. Paper & Posh disclaims all liability for any alleged damages or costs incurred as a result of mailing invitations containing errors.

Should you discover errors *after* approving your invitations, you must contact Paper & Posh within ten days of approving your order.

Paper & Posh reserves the right to display your stationery at our Studio, use images of your stationery on our website, social media, blog and for promotional and advertising purposes. If you do not wish to have your stationery used for any of the foregoing purposes, please let us know in writing.

By ordering stationery through Paper & Posh, you acknowledge that you have read, understand and agree to do business with Paper & Posh in accordance with Paper & Posh's company policies, proof policy and approval terms.

All proofs are subject to the following proof policy:



PROOF POLICY¹

Please review this proof very carefully. If you have any questions or concerns about the proof, please email Paper and Posh at lindsay@papernposh.com.

By responding "Proof Approved. Proceed with Order" (or similar language) to the email to which this policy is an attachment, you:

- 1) acknowledge that your stationery will be printed exactly as shown in the proof;
- 2) have reviewed the proof carefully;
- 3) fully and finally agree to the attached proof including all dates, times, wording, grammar, titles, design, font, typeset, spelling, punctuation, photographs, images, ink color, resolution, layout and all of other appearances and terms (collectively, "appearance");
- 4) authorize Paper & Posh to order unique products and goods for the event or purpose stated in, or described on, the Proof (the "Product") in the quantities that you authorize;
- 5) agree to pay Paper & Posh in full for the Product upon its delivery to you; and
- 6) fully and finally release Paper & Posh from any and all liability or responsibility for errors or mistakes shown in the proof including but not limited to errors or mistakes in dates, times, wording, grammar, titles, spelling, punctuation, and all other appearances.

¹ Rev. 1/16.

All final orders must be approved in accordance with the following terms:



APPROVAL²

Please review your order very carefully. If you have any questions or concerns about the order, please notify Paper & Posh BEFORE approving your order.

By signing below you are approving and agree that you:

- 1) have reviewed the order carefully;
- 2) acknowledge that your stationery has been printed to your satisfaction;
- 3) fully and finally agree that all text and other appearances on your order, including all dates, times, wording, grammar, titles, design, font, typeset, spelling, punctuation, photographs, images, ink color, resolution, layout and all of other appearances and terms (collectively, "appearance") are to your satisfaction;
- 4) have notified Paper & Posh of any and all errors or mistakes in dates, times, wording, grammar, titles, spelling, punctuation, and all other appearances, or quantity.
- 5) agree to pay Paper & Posh in full for the product; and
- 6) fully and finally release Paper & Posh from any and all liability or responsibility for errors or mistakes including but not limited to errors or mistakes in dates, times, wording, grammar, titles, spelling, punctuation, and all other appearances.

Customer Name (printed) _____

Customer Signature _____

Date _____

² Rev. 7/16.