

# HAUTE PAPIER

*collections*

Dear Fellow Stationery Lover:

We're so excited you've decided to carry our Notes & Enclosures collection! Please take some time to review this letter, as well as all of the enclosed information. If you have any questions after reviewing these materials, please don't hesitate to reach out. It's important to us that you are familiar and comfortable with every aspect of this collection and we're always glad to help.

Once you unpack this box you will have all of the items that comprise the Notes & Enclosures collection:

- One Notes & Enclosures easel: The fabulous thing about this easel is that it stands up on it own, allowing the collection to basically sell itself! Each page shows a note card and a coordinating enclosure card. The pricing and ordering information is included in the Design Deck binder.
- A pack of loose samples for your customers to touch and feel. Please note, because we want to provide you with a wide array of actual samples, we don't track the specific samples you have received. If you'd like us to replicate a sample, please simply send in a photo or scan of it along with your order. If you'd like us to replicate a sample, please simply send in a photo or scan of it along with your order. It's a good idea to add the design number, font number, or monogram number to the back of the sample, which will be a tremendous time saver for your sales staff.
- The most recent version of the Notes & Enclosures order form and Frequently Asked Questions.

## Placing Your First Order

- Please make sure you have the correct order form – it says “Notes & Enclosures” in the top right corner. Don't have a copy? Visit our website (see ‘Important Links’ below) to download one.
- Please be sure your order form contains your store name, location, and email address. We use the email address supplied here to send proofs and shipping confirmation. Also be sure to indicate if we are shipping to you or drop shipping to your client. Please note, we don't include invoices when shipping out orders. All invoices, for orders shipping to your store or drop shipped, will be invoiced.
- Please fill out each section of the order form – card size, quantity, envelope liner, paper color, envelope color, and ink color, etc.– and be sure to write legibly. If you're missing something, it delays processing your order since we have to reach out to you before proofing.
- Once your order form is filled out completely, scan and email it in to [proofs@hautepapier.com](mailto:proofs@hautepapier.com). You will get an email confirmation that we have received your order. If you don't get this within a few business hours after submitting, please give us a call.
- 24 to 48 hours after submitting your order form, you'll receive a complimentary proof. The proof will be emailed to the address indicated on the order form. We only accept approvals and changes via our online forms. Instructions for approving and making changes are provided with the proof you receive.
- Did you request proof changes? You will receive a new proof in 24 to 48 hours. Please note, we charge a \$7.50 fee for proof changes. We *cannot* accept partially approved orders or ‘approvals with changes’ – sorry! No matter how small the tweak might seem we have to have you see, and approve, the new proof. This policy helps prevent errors, keeping everyone happy. If an error occurred on our part of course we will not charge you this proof fee.
- Once the final proof is approved, it will be 10 to 14 business days of production before your order ships out from our studio in Arlington, VA. You will get an email when it ships including tracking info.

## Important Links:

- If you haven't yet, we invite you to peruse the wholesale side of our website. Visit [www.hautepapier.com](http://www.hautepapier.com) and choose Wholesale > Current Vendor. Your password is “letterpresslove” (all lowercase, all one word). There you'll find downloadable order forms, photos for marketing purposes, pricing/ordering information, and a copy of this letter and the Do's & Don'ts for your reference.
- All of our fonts, monograms, motifs, envelope liners, and ink colors are available in galleries on our website, should you need to access them on the go:

Monogram Gallery: [www.hautepapier.com/monograms](http://www.hautepapier.com/monograms)  
Block Font Gallery: [www.hautepapier.com/block-fonts](http://www.hautepapier.com/block-fonts)  
Script Font Gallery: [www.hautepapier.com/script-fonts](http://www.hautepapier.com/script-fonts)  
Envelope Colors: [www.hautepapier.com/envelopecolors](http://www.hautepapier.com/envelopecolors)

Motif Gallery: [www.hautepapier.com/motifs](http://www.hautepapier.com/motifs)  
Liner Gallery: [www.hautepapier.com/liners](http://www.hautepapier.com/liners)  
Ink Color Gallery: [www.hautepapier.com/ink-colors](http://www.hautepapier.com/ink-colors)

Again, if you have any questions after reviewing this letter and the enclosed paperwork please give us a call at 866.740.4222 or email [help@hautepapier.com](mailto:help@hautepapier.com). We'd love to keep up with your store and see what's happening; we're @hautepapier on social media if you want to see what's new in the studio. Tag us in your posts so we can share the love and stay in touch!

We look forward to working with you!



and the Haute Papier team