

# HAUTE PAPIER

*collections*

Dear Fellow Stationery Lover:

We're so excited you've decided to carry our Personalized Notepad collection! Please take some time to review this letter, as well as all of the enclosed information. If you have any questions about the collection 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!

Enclosed you'll find the following pieces that comprise the Personalized Notepad collection:

- Sample Pads: You'll have an assortment of samples including at least one Couture Crest and one Multi-Color Motif sample. These sample pads will allow your customers to see and feel the pads, their sizes, and the super-smooth writing paper we use to create them! 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.
- Two catalogs containing key selling information including prices, pad dimensions, shipping information, etc. It also highlights our most popular notepad designs, motifs, fonts, and monograms. You can certainly use any of our motifs, monograms, and fonts on these pads even if they're not shown in the catalog; you'll find full galleries of all of your options on our website (see 'Important Links' below). There simply isn't room in the catalog to show *everything* so we've shown a variety of popular choices.

## Placing Your First Order

- Ready to place your first order? Yippee! First of all, make sure you have the correct order form – it says “Executive Pads” or “Colored Pads” in the top right corner. Don't have a copy? Visit our website (see 'Important Links' below) to download one.
- Please be absolutely, positively 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. (Don't worry, we won't include an invoice with a drop ship.)
- Sounds obvious, but please fill out each section of the order form – pad shape, quantity, paper color/ink color, pad thickness, 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) or fax it to 866.539.4055. 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 (complimentary!) proofs. These will be emailed to the address indicated on the order form. We only accept approvals and changes in writing, so please email back with your approval or any required changes. We'll send you an email confirmation to let you know that we got your response. Again, if you don't get a confirmation within a few (business) hours, give us a call or follow up via email.
- 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 'approvals with changes' – sorry! No matter how small the tweak might seem we have to have you see, and approve, a new proof. This helps prevent errors, keeping everyone happy. If an error occurred on our part of course we will not charge you this proof fee.
- Proof approved? Great! From the final proof approval, it will be 5 to 7 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, and a copy of this letter for your reference.
- All of our fonts, monograms, and motifs 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)

Motif Gallery: [www.hautepapier.com/motifs](http://www.hautepapier.com/motifs)

Again, if you have any questions after reviewing this letter and the enclosed paperwork (or maybe you just want to say hi!) please give us a call at 866.740.4222. We love to keep up with your stores 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