

HAUTE PAPIER

personalized gift tag ordering information

STUDIO HOURS: Haute Papier's hours are 9:00 a.m. to 5:00 p.m. EST, Monday through Friday. We can be reached by phone at 866.740.4222 and by email for questions at help@hautepapier.com.

PRINTING METHOD: All of the designs in our Personalized Gift Tag collection are printed in one color letterpress, two color letterpress, one color foil, one color letterpress/one color foil or embossing. Colored paper is only available when foil stamping or embossing is the print method. Printing is only available on the pure white side of duplexed tags. Wine tags are not available in 220# double thick paper nor in duplexed paper. Please reference Haute Papier Design Deck binder for an accurate representation of the exact paper colors. We strive for 100% uniformity in our products, however, due to the nature of the materials we work with, variations may exist.

INK & FOIL COLORS: We've chosen to showcase a selection of ink colors and foils to coordinate with our printed designs as shown on the previous pages. Please reference Haute Papier's Design Deck binder for an accurate representation of all available ink and foil options. If you'd like an ink color that we do not offer, we would be happy to print a Pantone color for an additional fee of \$75 per PMS color.

LAYOUT: If layout is not indicated on the Order Form, we will proof your order as shown on the design. If you did not select a preset design and layout was not indicated, we will proof your order with the copy centered justified and the motif, if applicable, centered above the copy. Requesting a design not shown in the catalog or online may incur additional charges. Please note that we are unable to remove or change the location of the holes on the gift tags.

PROOFS: Color proofs will be provided complimentary with each order, which will be sent via email. Please note that due to variations in computer screen resolutions, the colors as you view them on your computer may vary from the finished product. If changes are required, they will be at a charge of \$15 per piece and revised proofs will be emailed back to the retailer. Charges for subsequent sets of changes are \$15 per piece. Haute Papier never goes to print on an order until final approval is provided by the retailer.

TURNAROUND TIME: Under normal circumstances, all Personalized Gift Tag orders are shipped within 10-14 business days of Haute Papier receiving the final proof approval. A rush order may be possible, please call for availability.

CANCELLATIONS: Once a proof has been laid out, the cancellation fee is \$50. If an order has been approved, cancellations cannot be accepted. Orders remaining in the proofing stage for 30 days will be automatically cancelled and the cancellation fee will be charged.

SHIPPING: We ship via FedEx Ground. If your order is valued over \$1,000, Haute Papier will ship your package "signature required." We'd be happy to drop ship any order directly to the client for an additional shipping charge of \$5.

less than \$100 = \$12 | \$101 - \$500 = \$15 | \$500 and over = \$20
2nd day - actual cost | Overnight - actual cost

OUR GUARANTEE: We take great pride in making sure each and every order is exactly what the client ordered, perfectly printed, absolutely correct, on time, every time. If for any reason you are not pleased, please contact us within two weeks of delivery so we may resolve any problems.

contact us:

866.740.4222 (p) · help@hautepapier.com (questions) · proofs@hautepapier.com (orders) · [@hautepapier](https://www.hautepapier.com)