

# PERSONAL STATIONERY 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](mailto:help@hautepapier.com).

**PRINTING METHOD:** All of the designs in Personal Stationery are printed in one, two, or three color letterpress, one color foil, one color letterpress/one color foil, flat print or embossed. We offer letterpress, foil stamping and flat printing for the return address on the envelopes. We strive for 100% uniformity in our products, however, due to the nature of the materials we work with, variations may exist.

**INK COLORS:** We've chosen a wide-selection of colors to coordinate with our printed designs. Please reference Haute Papier's Design Deck for all available colors. If you'd like an ink color that we do not offer, we would be happy to print another Pantone color for you for an additional fee of \$75 per PMS color.

**LAYOUT:** If layout is not indicated on the Order Form, we will proof your order with the design centered justified. Requesting a design that is oversized, has a bleed or has split copy may incur additional charges.

**TYPESTYLES:** We will adjust the size of your typestyle selection to accommodate your copy. We cannot make type styles bold or italic. When filling out the Order Form, please indicate any uppercase letters by underlining each letter that is to be capitalized.

**DIE CUT SHAPES:** We offer two die cut shapes for your stationery in this collection (scallop and executive). Please reference the "Die Cut Shapes" line under additional options on the pricing sheet to be sure you're adding the correct amount to your customer's quote since this is an additional cost.

**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.

**ENVELOPE LINERS:** If you would like to have multiple envelope liner designs, the additional fee is \$15 per added envelope liner design.

**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 canceled and the cancellation fee will be charged.

**TURNAROUND TIME:** Under normal circumstances, all flat print orders are shipped within 5-7 business days of Haute Papier receiving the final proof approval. All letterpressed 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.

**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 fee of \$5.

less than \$500 = \$15 | \$500 - \$1000 = \$20 | \$1001 & over = actual ground shipping  
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](mailto:help@hautepapier.com) (questions) · [proofs@hautepapier.com](mailto:proofs@hautepapier.com) (orders) · [@hautepapier](https://www.hautepapier.com)