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**HOW TO ORDER:** Select your invitation design or style and work with your retail consultant to fill out the order form as completely and detailed as possible. Be sure to include selected inks, papers, fonts, borders, patterns, motifs, embellishments. Rough sketches are always advisable if you have specific layout requests. These can be done in the area provided on the order form or on a separate sheet(s) included with your order form. We highly recommend that you email all FINAL text to the retailer either in the body of the email or as a text document attachment. This helps to avoid misspellings and typos that may occur if *Clo Mor Press* keystrokes your text. Be sure to sign your order form. We cannot process any order without acknowledgement and agreement of our policies.

**CUSTOM ILLUSTRATIONS/MOTIFS:** If you don't find an element that suits you within our motif binder, please let us know. We have access to a wide variety of image libraries and can usually find or generate something appropriate. For hard to find artwork, there may be a small research fee. If you would like to use your own illustration/motif, we can scan and clean it up for an additional fee of \$60 per scan. Please be sure that the artwork is either public domain or that you own or are granted rights of use. We cannot duplicate any copyrighted material.

**ORDER TURNAROUND:** Standard turnaround is approximately 20-30 business days (about 4-5 weeks and does not include weekends or holidays) from start to finish depending how many revisions you require. You will receive a PDF proof within 5 business days of placing your order. Fax proofs are available upon request. Once you approve your order, plates will be made and your order will be ready to ship within 15 business days (about 3 weeks) from proof approval. Please note that some services, such as assembly and edge painting may add an additional 5 business days to your turnaround from your proof approval.

**REVISIONS:** Once you receive your proof, 2 rounds of revisions are included in the price. Additional edits beyond this point are billed a proof fee of \$25 per printed piece (i.e.: envelopes, response cards, invitations, menus, programs, tags, etc.). Please note that your approval of artwork for print assumes total responsibility for all design and typographical elements. *Clo Mor Press* is not responsible for spelling, typographical and design errors that you have approved. *Clo Mor Press* will not incur the costs of reprinting and shipping orders due to these errors, nor will a refund be issued.

**RUSH ORDERS:** Depending on the press and holiday schedule, most RUSH orders can be accommodated. For orders to ship within 7 business days (not including weekends or holidays) from approval of proof, please add 40% to the order total. RUSH order proofs will be sent within 2 business days of placing your order. Please note that some services, such as assembly and edge painting may add an additional days to your turnaround from your proof approval.

**HOLIDAY SCHEDULE:** Please note that *Clo Mor Press* will be closed for the following holiday dates:

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|----------------------------|--|
| MLK Day - January          | Labor Day - September  |
| President's Day - February | Thanksgiving - November (both Thrs. & Fri.)                  |
| Memorial Day - May         | Winter Break 12/24 - 01/02 (or business day following 01/02) |
| Independence Day - July    |  |

**DEPOSIT AND BILLING:** a 50% deposit is required at the time of ordering. The balance is due prior to shipping or upon pickup of your order. Orders may be picked up where you placed your order or we can ship them to you via FedEx at an additional charge (please specify if Overnight, 2-day or Ground shipping is preferred).

**WHEN TO ORDER WEDDING INVITATIONS:** 9-12 weeks prior to mail date. For Save-the-Date Cards, please order at least 6 weeks prior to mail date.

**WHEN TO MAIL WEDDING INVITATIONS:** generally 6-8 weeks prior to the event.



**REPRINTS:** We advise you to order extra quantities of all printed materials. Should you require more, the cost of reprinting is much higher than the cost of ordering extras.

**ENVELOPES:** Most calligraphers require 10% margin of error for mistakes on envelopes. We include 10% additional outer envelopes in your invitation or holiday package. If you need additional envelopes (above the amount included in your package) we can print these at the time we print your invitations for 25 cents an envelope. Advance envelope printing is available so you can have your envelopes addressed and ready upon receipt of your invitations. Printed envelopes ship within 10 business days of envelope proof approval. An additional charge of \$40 plus shipping applies. Please let us know, when you place your order, if you wish to have the envelopes shipped separately to your calligrapher.

**QUANTITIES:** Our minimum order is 50 pieces - it is not cost effective for us to print fewer than 50. Our price breaks are in quantities of 25, so if your order falls between quantities of 25, please order the next increment up.

**POSTAGE:** Due to U.S. Postal regulations, square envelopes automatically require additional postage but weight also increases postal rates. For this reason, we recommend you have your finished invitation suite or holiday card set including all enclosures metered by a U.S. Postal Office before purchasing your postage.

**POSTCARDS:** U.S. Postal regulations, require that postcards are a minimum 5 inches in length and minimum 3.5 inches in height to a maximum 6 inches in length and 4.25 inches in height. Postcard sizes that do not meet these requirements cannot be mailed at postcard rates and may not be accepted by the U.S. Postal Service for mailing.

**INK COLOR:** Please note that ink colors vary from paper to paper due to paper surface, the tint/color of the paper and how much ink coverage is on a particular piece. We will make every effort to match the printed inks on your order to the selected swatches on our chart and/or to Pantone swatches but please be aware that in most cases there will be some variation in the darkness or lightness of the final letterpressed color.

**CANCELLATIONS:** Cancellations are not accepted after proof approval. Cancellations in the proofing stage may be accepted but are subject to a cancellation fee depending upon how much work has been completed by Clo Mor Press.

**DISCLAIMER:** Letterpress is an antique printing process. We strive to obtain a balance between the deepest impression possible without distorting the letter form. Due to the small irregularities that are inherent in letterpress printing, we cannot guarantee that each piece is an exact match of the other. We feel this is part of the beauty and artistry of letterpress printing.

**RETURN POLICY:** Due to the individualized nature of your order, all printed and/or assembled items are not accepted for returns. Of course, in the event of a *Clo Mor Press* error, we will do everything possible to remedy the error, up to and including reprinting. Once we are notified of an error, we will offer you a refund, credit towards a future purchase, or reprint with the quickest shipping possible. Once again, we cannot accept returns due to customer input errors (e.g. typos). In approving your final proof you accept responsibility for any errors. *Clo Mor Press* will not incur the costs of reprinting and shipping orders due to these errors, nor will a refund be issued.

**PRIVACY:** *Clo Mor Press* respects your privacy and we are committed to managing your personal information responsibly and securely. *Clo Mor Press* will not sell, share or rent your information to any third party unless we have your consent to do so; we need to share such information to enter contests or fulfill promotional obligations; we need to share such information with partner companies, in order for them to provide a product or service you have requested. *Clo Mor Press* reserves the right to submit customer designs for advertising and marketing usage.