



# JENNIFER RAICHMAN KETUBAH

## 1. ORDER FORM AND RABBI FORM

Before submitting your order form, please make sure that your rabbi has approved your text choice. Your proof date will be provided once your order form has been submitted. **No orders can be scheduled without your order form.**

If you are selecting **conservative or orthodox ketubah text**, you will need to have your rabbi fill out the rabbi form. It's best if you submit both the rabbi form and the order form at the same time. If your rabbi is sending the rabbi form directly to us, please make sure that we know who it's for and that your order form has already been submitted.

**If you are not selecting conservative or orthodox ketubah text, you do not need a rabbi form.**

## 2. RESERVED LISTING

Once your order form has been submitted, and we have scheduled your order, you will receive an email with a link to your reserved listing which will include a proof window date and an approximate ship date. Please note that it may take a few days for your reserved listing to be ready for review and purchase.

## 3. PAYMENT

You can purchase your reserved listing at any time, as long as you purchase it at least one week prior to your proof window date. We cannot start on your proof until the listing has been paid for. If payment is not received by at least one week prior to your proof window date, your proof may be scheduled at a later date. Please note that if we need to reschedule your proof, there is a \$40.00 reschedule charge and rush order fees may apply.

## 4. KETUBAH PROOF

During your proof window date, a digital proof will be emailed to you for your approval. Please note that proof edits are intended to correct our typographical and content errors to the sections of your ketubah personalized with information you provided specific to your order. **Please make your best effort to provide complete and accurate personalized information prior to your proof date as substantive changes to your personal information after your proof has been created will be subject to an additional charge.** Any changes to our standard texts (including different preferences for grammar, punctuation, phrases, and/or changed words), will be considered custom text changes that must be pre-approved and paid for as custom text prior to the time of your proof.

## 5. PRINTING AND SHIPPING

Upon approval of your proof, your ketubah will be printed and shipped. **No ketubah prints will be printed until we receive final proof approval by the client.** You are fully responsible for finding and reporting any errors to us before the final printing process begins. **Jennifer Raichman LLC is not responsible for replacing products that are printed exactly how they are approved on the digital proof.**

# TIME FRAME

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## **Time Frame**

During wedding season (March through September), we schedule your proof date up to 4 to 6 weeks after receipt of your order form. The time frame for creating your ketubah is about 1 to 2 weeks from your given proof window date. **Your proof window date will be provided once your order form has been submitted.** No orders can be scheduled without your order form. Any incorrect information or changes to your order after submission of your order form may result in a delay for your proof and will be subject to additional charges. Please double check your order form before submitting.

## **Rush Orders and "Accepting Date"**

Please note that there is a \$45.00+ priority scheduling charge, if we are currently booked at the time you submit your order form. Our "accepting date" is located at the top of every page on our website. **If your wedding date is prior to the "accepting date", please contact us to check availability.** Priority scheduling charges will be determined based on your wedding or delivery date. Rush orders will be accepted based on our availability. For wedding dates less than three weeks away, please contact us to see if we can accommodate you. **Please note that a \$45.00+ rush fee will be added to orders placed within three weeks of a wedding or delivery date.** We reserve the right to cancel any order if we determine that we are not able to provide the ketubah within the required time frame.

## **Scheduling and Payments**

In order to start your proof, **we must receive payment at least one week before your proof window date, or we will not be able to proceed with your order.** If payment is not received by at least one week prior to your proof window date, your proof may be scheduled at a later date. Please note that if we need to reschedule your proof date, there is a \$40.00 reschedule charge and rush order fees may apply. If you need to cancel an order prior to your proof date and payment was already made, there is a nonrefundable cancellation fee of \$65.00. If your proof has already been created, the sale is final, and the ketubah proof or the ketubah print cannot be returned because it was custom made for you.

## **Digital Proof and Proof Edits**

During your proof window date, a digital proof will be emailed to you for your approval. Please note that proof edits are intended to correct our typographical and content errors to the sections of your ketubah personalized with information you provided specific to your order. **Please make your best effort to provide complete and accurate personalized information prior to your proof date as substantive changes to your personal information after your proof has been created will be subject to an additional charge.** Any changes to our standard texts (including different preferences for grammar, punctuation, phrases, and/or changed words), will be considered custom text changes that must be pre-approved and paid for as custom text prior to the time of your proof.

## **Proof Approval**

**Orders will not be printed or shipped without your final approval of the digital proof.** You are fully responsible for finding and reporting any errors to us before the final printing process begins. Please be advised that only the contact person on your order form may approve your ketubah proof. We do not accept ketubah approvals from your rabbi, cantor, officiant, wedding planner, parent, or friend as a substitute for your own written approval. Jennifer Raichman LLC is not responsible for replacing products that are printed exactly how they are approved on the digital proof.

# KETUBAH DESIGN COLLECTIONS

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## **Signature Ketubah Collection**

The signature ketubah design collection includes all giclée prints on cotton, washi, or bookcloth paper. Signature ketubah designs are offered in 13"x19" and 17"x22", ketubah print sizes. To view the different color swatches, paper options, and design options for the signature ketubah collection, please review the signature ketubah collection PDF.

### **SIGNATURE KETUBAH COLLECTION**

## **Papercut Ketubah Collection**

We offer two papercut ketubah design styles, which includes the "Classic Papercut Design", and the "Papercut Border Design". Papercut ketubah designs are offered in 13"x19", 15"x22", and 17"x22", ketubah underlay and papercut sizes. To view the different paper underlay options, printed color background options, design options, and style options for the papercut ketubah collection, please review the papercut ketubah collection PDF.

### **PAPERCUT KETUBAH COLLECTION**

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## **Giclée Printing**

Giclée printing is a type of inkjet printing that produces high-quality, and long-lasting digital prints. We use Epson wide format printers, with UltraChrome HDX® archival inks. UltraChrome HDX® is a pigment-based ink, and can last anywhere from 100 to 200 years without fading. Please note that ketubah texts and/or designs are printed on a professional digital printer and are not hand-painted or hand-written in calligraphy.

## **Graphic Colors and Background Colors**

Please view the [Signature Ketubah Collection](#) and the [Papercut Ketubah Collection](#), for graphic color and background color options.

## **Ketubah Paper Options**

All ketubah background color options are printed onto the paper you select for your ketubah design. Depending on which paper you select (cotton, washi, or bookcloth), the colors will vary once printed. With the exception of metallic paper for papercut border designs, we do not use colored paper for ketubah prints or papercuts. For additional information regarding paper and color options, please view the [Signature Ketubah Collection](#) and the [Papercut Ketubah Collection](#) design documents.

## **Paper Samples**

If time allows, paper samples are available upon request. Samples are \$15.00, (available only to shipping addresses within the United States). Please note that paper samples are samples of the paper without printed text or printed color swatches. Please send us an **EMAIL** if you would like to purchase paper samples.

## **Ketubah Signing Pen**

Your ketubah includes an archival pen for signing. For an additional cost (+\$35.00), we offer handcrafted flower pens. Our flower pens are made from the same quality pens we include with your ketubah purchase. **You can select to add a flower pen on your ketubah order form.** To view the flower pen options, please go to **FLOWER PENS** on our website.

# KETUBAH PRICING

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## Signature Ketubah Collection

13"x19" ketubah giclée print on cotton paper	\$335.00
13"x19" ketubah giclée print on washu or bookcloth paper	\$375.00
17"x22" ketubah giclée print on cotton paper	\$405.00

## Papercut Ketubah Collection

13"x19" papercut on cotton paper underlay	\$455.00+
15"x22" and 17"x22" papercut on cotton paper underlay	\$535.00+
13"x19" papercut on washu or bookcloth paper underlay	+ \$45.00
13"x19", 15"x22", and 17"x22" border design (printed)	+ \$35.00
13"x19" border design (metallic paper underlay)	+ \$75.00
15"x22" and 17"x22" border design (metallic paper underlay)	+ \$95.00

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## Extra Ketubah Print Copies

A copy print must be in the same size and paper choice as your original ketubah design. Copies for papercut designs will only include the bottom printed layer.

13"x19" ketubah giclée print on cotton paper (per copy)	\$65.00
13"x19" ketubah giclée print on washu or bookcloth paper (per copy)	\$75.00
15"x22" or 17"x22" ketubah giclée print on cotton paper (per copy)	\$95.00

## Custom Editing or Custom Text

deleting/adding paragraphs, sentences or words (English/Hebrew)	\$45.00+
deleting/adding paragraphs, sentences or words (English only)	\$35.00+
combining different text options (English/Hebrew)	\$185.00+
combining different text options (English only)	\$55.00+
custom text for English with Hebrew translation	\$185.00+
custom text for English only	\$55.00+

## Change of Text or Design (after your proof has been sent)

change of poetic verse	\$35.00+
change of intro and/or main text	\$85.00+
change to existing standard text	\$45.00+
change of color combo	\$45.00+
change of design size	\$85.00+
change of design option	\$95.00+

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## Additional Edit Rounds

Additional edit rounds are \$35.00+ per edit round. If the additional edit round is due to a mistake on our part, there will not be any extra charges for that edit round. **Proof edit rounds are intended to correct our typographical and content errors to the sections of your ketubah personalized with your provided information. Any changes to your personalized information after your proof has been created, will be considered a post proof edit.** Preference changes to the standard text is considered a custom text change and will incur a custom text charge. **Please understand that while we make our best effort to catch any errors, it is ultimately your responsibility to advise of any necessary corrections.**

## Incomplete Rabbi Forms for Conservative and Orthodox Texts

If you are ordering conservative or orthodox text and your rabbi is not able to complete the rabbi form, we can fill out the information for you. We charge \$55.00 to complete your information for the rabbi form.

# PACKAGING & SHIPPING

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## Packaging

Ketubah prints are shipped flat with white foam core backing, which you can use to safely transport the piece to the wedding. The packaging can also be used to display the ketubah at the ceremony. **The ketubah is not matted or framed**, but it does come secured to the foam core and can be propped up on an easel for display. Each ketubah order comes with a pen for signing, or you can purchase a handcrafted **FLOWER PEN**.

## Custom Framing

We've partnered with Simply Framed to offer high-quality custom framing for our clients. Additional custom framing information can be found on page 8 in this document.

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## Shipping

Ketubah orders shipping within the United States, are shipped by USPS Priority Mail (2 to 3 days service), with a tracking number provided once your order has shipped. Please ensure that you provide us with the correct shipping address and that it is safe to leave your package without a required signature. **We ship to the address provided on your order form.**

### Shipping Prices (United States)

Regular Priority Shipping	\$35.00
Priority Mail Express	\$65.00

### Shipping Prices (Canada)

Regular Priority International Shipping	\$60.00+
Priority Mail Express International	\$75.00+

For packages going out of the country (other than Canada), your shipping price will be determined based on where it's being shipped to. For all shipments outside the United States (including Canada), there will be a customs form. Sometimes packages will get held up in customs, please plan enough shipping time to allow for any hold-up with the customs department. **Please note that buyers are responsible for any and all duties and customs charges that may be incurred.**

For local orders, **we do not provide a local pick-up.** Your ketubah will be shipped with all the appropriate packaging to make sure that the ketubah is secure.

We package the ketubah well to resist damage during shipment. However, if your ketubah does become damaged while shipping, let us know and we will do our best to resolve the issue. Please send us a photo of the damaged box and ketubah. We do not ship ketubah orders to PO or APO addresses.

## Priority Mail Express

Rush shipping is available upon request. Express mail packages being shipped within the United States is an additional \$30.00. Priority Mail Express International (other than Canada), your shipping price will be determined based on where it's being shipped to.

## Combined Shipping

If you would like to purchase other items (e.g. mazel tov pouch, challah cover, celebration flags, ring pillow, simach chair backings, etc.), we can combine these items with your ketubah shipping. Please indicate that you would like to purchase extra items in the notes section on the ketubah order form.

# CREATING YOUR KETUBAH

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## **Step 1: Select a Design and Type of Ketubah**

To view the different color swatches, paper options, and design options for the signature and papercut ketubah collections; please review the design collection documents on our website.

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## **Step 2: Select a Text**

**TEXT (MODERN ENGLISH AND HEBREW).** We offer the following main text options for modern English and Hebrew; **secular, reform, vows, humanistic, interfaith, mystical, egalitarian, Tucker, and Canadian reform.** The translation for these text options from English to Hebrew, is as direct as possible. When choosing your text, first select an intro paragraph (this paragraph will have your personalized information), and then select your main text. To view the different ketubah text options, please review the links under **“TEXTS”**, on our website. If you are ordering a ketubah in English only, or in Hebrew only, please indicate this in the notes section on the ketubah order form.

**TEXT (SAME SEX).** All modern intro text options are available for same sex ketubah orders. The following main text options can be used to pair with your intro text option; **secular, reform, vows, humanistic, interfaith, mystical, and egalitarian.** The intro and main text will be modified as needed, there is no additional charges for these modifications.

**TEXT (CONSERVATIVE AND ORTHODOX).** If you plan to select conservative or orthodox text, you will need to have your rabbi fill out the rabbi form. **Please submit both the Order Form (you) and the Rabbi Form (rabbi).** If your rabbi is not able to complete the rabbi form, we can fill out the information for you. We charge \$55.00 to complete your information for the rabbi form.

The conservative Hebrew text includes the Lieberman Clause. The Lieberman Clause is a clause included in the conservative Hebrew text that stipulates that divorce will be adjudicated by a modern Bet Din (rabbinic court) in order to prevent the problem of the agunah. If space allows, you may add the English translation for conservative or orthodox text. Please make sure to get your rabbi's approval to add English. The translated English text is an abridged, approximate translation of the traditional Aramaic for conservative and orthodox texts; omitting specific reference to monetary obligations, as well as any additional legalese.

**TEXT (CUSTOM KETUBAH).** The additional cost for custom text starts at \$185.00, which includes Hebrew translation. **Please note that we are not responsible for errors or typos in the custom English and/or Hebrew text that has been provided by the client.** Please check your text carefully before submitting. Due to copyright restrictions, please make sure that your custom text was written for you or written by you. We do not accept any custom text orders for text that we believe is a copyright infringement. You may use text from other vendors, however, you will need to show proof of permission from the copyright holder.

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## **Step 3: Signature Lines and Poetic Verses**

**SIGNATURE LINES.** For modern ketubah texts, typically couples have two witness lines, plus a signature line for the bride, groom, and an officiant title. If space allows, you have an option to include more than two witness signature lines. **Signature lines are not personalized with names** (we do not need to know the names of the witnesses or the officiant). On the order form, please indicate how many witness lines you would like, plus a title for the bride, groom, and the officiant(s). **If you are ordering conservative or orthodox text, please view our SIGNATURE LINE OPTIONS for conservative or orthodox text.**

**POETIC VERSE.** For most of our ketubah designs, you may add a poetic verse of your choice. **You can view and select poetic verse options on the order form.** Custom poetic verses are allowed, however, **any custom poetic verse will be in English only.** If you are ordering an English/Hebrew ketubah, your poetic verse will be in both languages. If you are ordering a ketubah in English only, or in Hebrew only, your poetic verse will match the same language you selected. Please let us know in the notes section on the order form, if your preference differs from our standard method for poetic verses.

## CREATING YOUR KETUBAH (cont.)

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### **Step 4: Complete and Submit your Order Form**

After you have carefully selected your design choice and text options, please fill out the appropriate online order form. Order forms are arranged by ketubah type, and by the text choice you plan to order. **If you are selecting conservative or orthodox text, please be sure to include your rabbi form.**

**NAMES (ENGLISH SECTION OF THE KETUBAH).** On your order form, please type the names as you would like for it to appear in the English portion of your ketubah. When listing parent names, it's traditionally listed with the father's name first. **For parent names we use first names only in both the English and Hebrew section of the ketubah.**

**NAMES (HEBREW SECTION OF THE KETUBAH).** When entering Hebrew names on your order form, you can spell your names in Hebrew letters or transliterate the Hebrew name with English letters. **If there is no Hebrew name, we will place a transliteration of the English name in Hebrew letters.** Last names, middle names, titles, and generational suffixes, are not used in the Hebrew portion of your ketubah. For hard to pronounce names, please provide phonetic spellings. **If you are ordering conservative or orthodox text, we go by the rabbi form for your personalization.** Please be sure that you review the rabbi form with you rabbi prior to submitting your order.

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### **Stepparent Names**

If you wish to include a stepparent(s), please list the additional English and Hebrew name(s) in the notes section on the order form. We do not include the words "stepdaughter" or "stepson" in the Hebrew section of your ketubah, as these words do not translate well in Hebrew.

#### **English text example with stepparents:**

...daughter of (father) and (mother), stepdaughter of (stepparent)

...son of (father) and (mother), stepson of (stepparent)

#### **Hebrew text example with stepparents (text will be in Hebrew letters):**

...daughter of (father), (mother), and (stepparent)

...son of (father), (mother), and (stepparent)

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### **If a Parent is Deceased**

In tradition of Hebrew honorifics for the dead, we suggest placing Z"l (text will be in Hebrew letters), after the name of the deceased in the Hebrew text. Z"l means of blessed memory, or may his/her memory be for blessing. When listing names on your order form, please let us know if that person is no longer living by checking the "deceased" box, next to the name. **Please note that Z"l is traditionally used only for the Hebrew name (in the Hebrew text), if you would also like to have it added to the English name (in the English text), please let us know in the notes section on the order form.**

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### **Hebrew Wedding Date**

For the Hebrew portion of your ketubah, your wedding date will be according to the Hebrew calendar. **In the Hebrew calendar the new day begins at sundown (not at midnight, as in the Gregorian calendar).** If your wedding falls on a Saturday, but your ceremony is after sundown, the date will be Sunday (the first day of the week). If your wedding is on Shabbat (after sundown on Friday through sundown on Saturday), we recommend to push your Hebrew wedding date to Sunday (the first day of the week). **Please note that if you ask us to edit the Hebrew date after the proof has been created, there will be an edit fee. Check with your rabbi if you aren't sure what date to use.**



# HANDLING YOUR KETUBAH & FRAMING

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## Handling your Ketubah

Ketubah prints are shipped flat with white foam core backing, which you can use to safely transport the piece to the wedding. The packaging can also be used to display the ketubah at the ceremony. **The ketubah is not matted or framed**, but it does come secured to the foam core and can be propped up on an easel for display.

## Framing your Ketubah

We recommend that you frame your ketubah after your wedding ceremony. Handling and reconfiguring the frame after signing can easily cause damage to your ketubah. If you wish to frame your ketubah before your ceremony, we suggest asking the framer to have a removable backing for your frame, so that you can remove and re-insert your ketubah after signing. You are responsible for the proper care, storage, display, and framing of your ketubah. We are not responsible for damage that arises from a failure to store, display, or frame the ketubah as per provided instructions. Please note that your ketubah should be professionally mounted and framed within six months of receipt.

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## Custom Framing

We've partnered with Simply Framed to offer high-quality custom framing for our clients. **With your ketubah purchase, you will receive a 10% off discount card that can be applied to your order with Simply Framed.** Please note that Simply Framed is a third-party company, and all framing orders are directly through Simply Framed. Simply Framed ships only to addresses within the continental United States.

We do not offer direct shipping from our studio to Simply Framed. Your ketubah will be shipped to you with all the appropriate packaging to make sure that the ketubah is secure, and that you have all the information and signing pen for your ketubah order.

To place a custom framing order with Simply Framed, please follow the instructions below. If time allows, and you would like to frame your ketubah before your ceremony, please make sure to request to have a **"removable back"** for your frame order.

## Ordering Instructions for Simply Framed

1. To place an order, go to [WWW.SIMPLYFRAMED.COM](http://WWW.SIMPLYFRAMED.COM) and click on **"Build a Frame"**.
2. Choose your artwork type (ketubah) and size.
3. Select the frame style of your choice.
4. Choose your mat style.
5. Choose your hanging hardware.
6. Include any notes or requests for your order (e.g. **"removable back"**)
7. If your art is already packaged, select a shipping label to be sent to you by email.
8. Review your order, then proceed to **"Finish and Pay"**.
9. Enter **"ketubahframe"** on the right above your total for your 10% discount.

## Simply Framed Styles

Below is a list of our favorite frame styles by Simply Framed. Please note that Simply Framed is a third-party framing company, and their products and prices are subject to change. Please refer to their website for the most current products, pricing, and services.

**Collection: Gallery** (black, white, dark walnut, and stainless silver)

**Collection: Gallery Wide** (black, white, and dark walnut)

**Collection: Certificate** (antique gold, antique silver, and black with gold)

**Collection: Antique** (vintage gold and vintage silver)



# POLICIES

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## **Time Frame**

During wedding season (March through September), we schedule your proof date up to 4 to 6 weeks after receipt of your order form. The time frame for creating your ketubah is about 1 to 2 weeks from your given proof window date. **Your proof window date will be provided once your order form has been submitted.** No orders can be scheduled without your order form. Any incorrect information or changes to your order after submission of your order form may result in a delay for your proof and will be subject to additional charges. Please double check your order form before submitting.

## **Scheduling and Payments**

In order to start your proof, **we must receive payment at least one week before your proof window date, or we will not be able to proceed with your order.** If payment is not received by at least one week prior to your proof window date, your proof may be scheduled at a later date. Please note that if we need to reschedule your proof date, there is a \$40.00 reschedule charge and rush order fees may apply. **We accept payments through PayPal only (you do not need a PayPal account to pay with PayPal).** All prices are subject to change without notice. Prices at the time of submitting your order form are applicable. Sales tax will be collected for Texas State residents at the time of purchase.

## **Rush Orders and "Accepting Date"**

Please note that there is a \$45.00+ priority scheduling charge, if we are currently booked at the time you submit your order form. Our "accepting date" is located at the top of every page on our website. **If your wedding date is prior to the "accepting date", please contact us to check availability.** Priority scheduling charges will be determined based on your wedding or delivery date. Rush orders will be accepted based on our availability. For wedding dates less than three weeks away, please contact us to see if we can accommodate you. Please note that a \$45.00+ rush fee will be added to orders placed within three weeks of a wedding or delivery date. We reserve the right to cancel any order if we determine that we are not able to provide the ketubah within the required time frame.

## **Canceling a Ketubah Order**

If you need to cancel an order prior to your proof date and payment was already made, there is a nonrefundable cancellation fee of \$65.00. If your proof has already been created, the sale is final, and the ketubah proof or the ketubah print cannot be returned because it was custom made for you.

## **Rabbi Approval for Text Options**

Before submitting your order form, please make sure that your rabbi has approved your text choice. If your rabbi or officiant requires changes to the ketubah that do not arise from typos, errors, or mistakes on our part, they will be treated as changes or corrections to your order. This includes changes to the spelling of names and/or locations, as well as variations on the ketubah wording we have provided.

## **Changes to Your Ketubah Order**

Sometimes couples need to change their order after placing it (e.g. the design choice, the text choice, or the personalization). If changes are made before your proof has been created, there will be no post proof edit charges. However, if your proof has already been created, please understand that a fee will be charged if additional work is required for the changes.

## **Paper Samples**

If time allows, paper samples are available upon request. Samples are \$15.00, (available only to shipping addresses within the United States). Please note that paper samples are samples of the paper without printed text or printed color swatches. Please send us an email if you would like to purchase paper samples.

## POLICIES (cont.)

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### **Digital Proof and Proof Edits**

During your proof window date, a digital proof will be emailed to you for your approval. Please note that proof edits are intended to correct our typographical and content errors to the sections of your ketubah personalized with information you provided specific to your order. **Please make your best effort to provide complete and accurate personalized information prior to your proof date as substantive changes to your personal information after your proof has been created will be subject to an additional charge.** Any changes to our standard texts (including different preferences for grammar, punctuation, phrases, and/or changed words), will be considered custom text changes that must be pre-approved and paid for as custom text prior to the time of your proof.

### **Main Contact on Order Form**

We strongly recommend that the order form's "main contact person" be the bride or the groom that is getting married. Anyone can purchase the reserved listing for the couple, however, we find that working directly with the couple is the best method.

### **Proof Approval**

**Orders will not be printed or shipped without your final approval of the digital proof.** You are fully responsible for finding and reporting any errors to us before the final printing process begins. Please be advised that only the contact person on your order form may approve your ketubah proof. We do not accept ketubah approvals from your rabbi, cantor, officiant, wedding planner, parent, or friend as a substitute for your own written approval. **Jennifer Raichman LLC is not responsible for replacing products that are printed exactly how they are approved on the digital proof.**

### **Shipping**

Ketubah orders shipping within the United States, are shipped by USPS Priority Mail (2 to 3 days service), with a tracking number provided once your order has shipped. Please ensure that you provide us with the correct shipping address and that it is safe to leave your package without a required signature. **We ship to the address provided on your order form.**

For packages going out of the country (other than Canada), your shipping price will be determined based on where it's being shipped to. For all shipments outside the United States (including Canada), there will be a customs form. Sometimes packages will get held up in customs, please plan enough shipping time to allow for any hold-up with the customs department. **Please note that buyers are responsible for any and all duties and customs charges that may be incurred.**

For local orders, **we do not provide a local pick-up.** Your ketubah will be shipped with all the appropriate packaging to make sure that the ketubah is secure.

We package the ketubah well to resist damage during shipment. However, if your ketubah does become damaged while shipping, let us know and we will do our best to resolve the issue. Please send us a photo of the damaged box and ketubah. We do not ship ketubah orders to PO or APO addresses.

### **Phone Calls and/or In-Person Meetings**

By ordering with Jennifer Raichman LLC, communication is effectively limited to online only. However, we do realize that sometimes a phone call is needed. Phone calls with the client and/or with the rabbi will need to be set-up in advance. If your order requires multiple phone calls and/or other communication sources, please note that additional charges will be incurred. We are unable to accommodate requests for in-person meetings.

# FAQ

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## **What is the time frame for ordering a ketubah?**

During wedding season (March through September), we schedule your proof date up to 4 to 6 weeks after receipt of your order form. The time frame for creating your ketubah is about 1 to 2 weeks from your given proof window date.

## **Do you take rush orders?**

Yes, rush/priority scheduling charges will be determined based on your wedding or delivery date. Rush orders will be accepted based on our availability. Extra fees apply for all rush orders and priority scheduling.

## **How do you select which order form to use?**

After you have carefully selected your design and text options, please fill out the appropriate order form on our website. Order forms are listed by type of ketubah and the type of text you are selecting. If you are ordering conservative or orthodox text, please be sure to include your rabbi form.

## **Do we get a digital proof of our ketubah?**

During your proof window date, a digital proof will be emailed to you for your approval. Rabbi approval for your personalized information is recommended. No ketubah prints will be printed until we receive final approval of the digital proof.

## **What type of ketubah texts do you offer?**

We offer a full range of ketubah texts in both Hebrew and English (as well as traditional Aramaic). Our text offerings are suitable for conservative, orthodox, reform, interfaith, nonaffiliated, secular, and same sex couples.

## **Can we use custom text or combined text?**

Yes, extra fees apply when using custom text, combined texts, or making edits to our standard texts. Hebrew translation is available for custom English text. Due to copyright restrictions, please make sure that your custom text was written for you or written by you. We do not accept any custom text orders for text that we believe is a copyright infringement. You may use text from other vendors, however, you will need to show proof of permission from the copyright holder.

## **How do we submit our custom text?**

First send us the text by email, so we can offer a price quote. Second, please make a note on your order form if you plan to use custom text. As soon as you submit your order form, email us a Word Document with your custom text ready to go. Please note that we are not responsible for errors or typos in the custom English and/or Hebrew text. Check your text carefully before submitting.

## **Do you offer additional languages other than Hebrew and English?**

We only accept English and Hebrew languages for ketubah orders.

## **Do you offer custom designs?**

We do not offer custom designs. To keep the integrity of the design, we ask that you please select colors based on the provided options, for your specific ketubah design choice.

## **Why do we pay before the digital proof date?**

All the work is in the ketubah proof, because of this, we do not send the proof until the reserved listing has been paid for.

## **Is calligraphy available?**

Hand-calligraphy for ketubot is not available at this time. However, you may order a blank ketubah that your calligrapher can write for you. Please contact us directly for additional information and costs.

## FAQ (cont.)

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### **How do we enter our Hebrew names on the order form?**

When entering Hebrew names on your order form, you can spell your names in Hebrew letters or transliterate the Hebrew name with English letters. **If there is no Hebrew name, we will place a transliteration of the English name in Hebrew letters.** Last names, middle names, titles, and generational suffixes, are not used in the Hebrew portion of your ketubah. For hard to pronounce names, please provide phonetic spellings. **If you are ordering conservative or orthodox text, we go by the rabbi form for your personalization.** Please be sure that you review the rabbi form with your rabbi prior to submitting your order.

### **How is the ketubah shipped?**

Ketubah prints are shipped flat with white foam core backing, which you can use to safely transport the piece to the wedding. The packaging can also be used to display the ketubah at the ceremony. **The ketubah is not matted or framed,** but it does come secured to the foam core and can be propped up on an easel for display.

### **Do you offer custom framing?**

We've partnered with **SIMPLY FRAMED** to offer high-quality custom framing for our clients. Additional custom framing information can be found on page 8 in this document.

### **How should we handle the ketubah during our wedding?**

We recommend placing your ketubah on an easel for display at the wedding ceremony. Some couples prefer to frame their ketubah before the ceremony. If you would like to frame your ketubah before your ceremony, we suggest asking your framer to have a "removable back" on your frame.

### **What type of pen should be used to sign our ketubah?**

Your ketubah includes an archival pen for signing. For an additional cost (+\$35.00), we offer handcrafted flower pens. Our flower pens are made from the same quality pens we include with your ketubah purchase. **You can select to add a flower pen on your ketubah order form.** To view the flower pen options, please go to **FLOWER PENS** on our website.

### **Can we order paper samples?**

If time allows, paper samples are available upon request. Samples are \$15.00, (available only to shipping addresses within the United States). Please note that paper samples are samples of the paper without printed text or printed color swatches. Please send us an email if you would like to purchase paper samples.

### **Do you offer promotional sales?**

We may run promotional sales during the wedding off-season (December through February). The terms of any promotional sale will be posted on our website.

### **Are your ketubah designs sold in stores?**

After years of high-demand for our ketubah designs, we no longer offer our designs to be sold at any third-party stores, museums, or online vendors. All orders are through Jennifer Raichman LLC.

### **Can we purchase rights to use your text?**

We do not offer an option to purchase our texts. Our ketubah texts are only to be used when ordering a ketubah with Jennifer Raichman LLC. All ketubah text options are copyrighted by Jennifer Raichman; all rights reserved. We do not authorize the use of our text by other artists nor do we use text from other artists or sources.