

HOW TO ORDER YOUR KETUBAH

1. ORDER FORM & 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 send us the rabbi form along with your order form. 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, otherwise we will not know who the rabbi form belongs to. **If your rabbi is unable to type with Hebrew for the rabbi form, they can handwrite the Hebrew and fax the rabbi form to us (fax number is at the top of the rabbi form).**

If you are NOT selecting conservative or orthodox text, you do NOT need a rabbi form.

2. RESERVED LISTING

Once your order form has been submitted, you will receive an email with a link to your reserved listing which will include a proof window date and an approximate ship date.

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 date window. We can not start on your proof until the listing has been purchased. If payment is not received by at least one week prior to your proof date, your proof may be scheduled at a later date.

4. KETUBAH PROOF

During your proof window date, a digital proof will be emailed to you for your approval. Rabbi approval for your personalized information is recommended.

5. PRINT AND SHIP

Upon approval of your proof, your ketubah will be printed and shipped. No ketubah prints will be printed until final proof approval.

All ketubah text options, designs, listing descriptions, photos and creative concepts 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. Jennifer Raichman LLC, 2011-2017.

TIME FRAME

Time Frame: during wedding season (March through late October), we schedule your proof date up to 4 to 8 weeks after receipt of your order form. The time frame for creating your ketubah is about 1 to 2 weeks, from your given proof date. **Your proof 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 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 date, your proof may be scheduled at a later date. **Please note that if we have to reschedule your proof date, there will be a \$40.00 fee to reschedule** and rush scheduling charges may apply. If you need to cancel an order prior to your proof date and payment was already made, **there is a non-refundable cancellation fee of \$40.00.**

Rush Orders: 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 charge will be determined based on your wedding date 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+ rush fee will be added to orders placed within three weeks of a wedding or delivery date.

Proof Edits: 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 the standard text (including different preferences for grammar, punctuation, phrases 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 without your approval of the digital proof. 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.

Contact Person on Order Form: we recommend that the contact person on the order form 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.

KETUBAH DESIGN COLLECTIONS

We print on Epson large format printers that uses ultrachrome inks. These inks are superior to other inkjet inks, and they are archival for 90+ years. Please note that ketubah designs are printed on a printer and are not hand-painted or handwritten in calligraphy.

Signature Ketubah Collection

Cotton Paper: acid-free, fine art paper with a smooth 100% cotton base and natural white surface. Offered in 13" x 19" and 17" x 22" print sizes.

Bookcloth Paper: bookcloth is made of woven rayon which gives it an elegant look and texture. Please note that when printing onto bookcloth paper, graphic colors and background colors will have a more muted/earthy look than our cotton paper. Bookcloth paper is an ivory color at the base, any colors printed onto the bookcloth paper will start with the ivory base color. Offered in 13" x 19" and 17" x 22" print sizes.

Japanese Washi Paper: made primarily from Kozo (mulberry) fibers. This paper adds a handmade Japanese fine art aesthetic. Offered in 13" x 19" print size.

Papercut Ketubah Collection

The papercut layer is a soft white cotton paper (please note that soft white is not white). The layer under the papercut can be done in several different color background options. Cotton paper underlay is included in the price. As an option, papercut underlays can be printed on bookcloth paper, washi paper, and some designs are offered with a metallic paper option. Offered in 13" x 19", 15" x 22" and 17" x 22" papercut and print sizes.

Metallic Ketubah Collection

This art print is offset printed on natural white paper or kraft paper (paper is 80# cover weight), using metallic gold ink for a SUBTLE SHINE to the graphic. Text is printed in black ink. Offered in 11.5" x 17.5" print size.

*All ketubah orders come with a black or white ink pen for signing.

PRICING

Signature Ketubah Collection

Cotton Paper

13" x 19" ketubah giclée print on cotton paper	\$325.00
17" x 22" ketubah giclée print on cotton paper	\$395.00

Bookcloth Paper

13" x 19" ketubah giclée print on bookcloth	\$360.00
17" x 22" ketubah giclée print on bookcloth	\$415.00

Japanese Washi Paper

13" x 19" ketubah giclée print on washi paper	\$360.00
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Papercut Ketubah Collection

13" x 19" papercut ketubah	\$445.00 to \$485.00
15" x 22" and 17" x 22" papercut ketubah	\$525.00 to \$565.00

Cotton paper underlay is included in the price. As an option, papercut underlays can be printed on bookcloth paper or Japanese washi paper.

13" x 19" bookcloth paper underlay	+ \$35.00
13" x 19" Japanese washi paper underlay	+ \$35.00
17" x 22" bookcloth paper underlay	+ \$55.00

Some ketubah papercut designs can be created with a metallic gold or silver paper underlay. Please see the "**Papercut Ketubah Collection**" document for more details.

Metallic Ketubah Collection

11.5" x 17.5" ketubah metallic gold print (white or kraft paper)	\$310.00
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Extra Copies

You can purchase an extra copy or copies of your ketubah. A copy print must be in the same size and paper choice as your original ketubah design.

13" x 19" ketubah giclée print on cotton paper (per copy)	\$45.00
17" x 22" ketubah giclée print on cotton paper (per copy)	\$80.00
13" x 19" ketubah giclée print on washi (per copy)	\$50.00
13" x 19" ketubah giclée print on bookcloth (per copy)	\$50.00
17" x 22" ketubah giclée print on bookcloth (per copy)	\$110.00
11.5" x 17.5" metallic gold ketubah print (per copy)	\$35.00

PRICING CONT.

Custom Text or Custom Editing

deleting paragraphs, sentences or words	\$45.00+ (Hebrew & English)
deleting paragraphs, sentences or words	\$35.00+ (English Only)
adding paragraphs, sentences or words	\$45.00+ (Hebrew & English)
adding paragraphs, sentences or words	\$35.00+ (English Only)
editing preferences to paragraphs, sentences or words	\$45.00+ (Hebrew & English)
editing preferences to paragraphs, sentences or words	\$35.00+ (English Only)
combining different text options	\$185.00+ (Hebrew & English)
combining different text options	\$35.00+ (English Only)
custom text for English only (provided by client)	\$55.00+ (English Only)
custom text for English with Hebrew translation	\$185.00+ (Hebrew & English)

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

change of poetic verse	\$35.00
change of text option	\$85.00
change to existing standard text	\$45.00+
change of color combo	\$35.00 per color combo
change of design option	\$85.00

Additional Edit Rounds

Each ketubah order comes with up to two rounds of digital proofs, additional edit rounds is \$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 information. 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

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 print 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.

Shipping

Ketubah orders within the United States are shipped by USPS Priority Mail (2 to 3 day service) with a tracking number provided to you once your order has shipped. 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	\$30.00
Express Priority Shipping	\$50.00

Shipping Prices (Canada)

Regular Priority Shipping	\$55.00+
Express Priority Shipping	\$65.00+

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 U.S., 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 prints extremely well to resist any damage during shipment. However, if your ketubah print 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 print. We do not ship ketubah prints to PO or APO addresses.

Combined Shipping

If you would like to purchase other items (e.g. mazel tov pouch, challah cover, chuppah, 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 order form.

CREATING YOUR KETUBAH

Please follow the steps below, to create your ketubah.

Step 1: Choose a design and type of ketubah

Step 2: Choose the text

Step 3: Complete and submit your order form

STEP 1: CHOOSE A DESIGN AND TYPE OF KETUBAH

When choosing a design, please review the different types of ketubah offerings. Each ketubah offering has its own set of design options. To view the different ketubah types and design options, please review the links under "KETUBAH DESIGN COLLECTIONS" on our website: www.jenniferraichman.com/pages/ketubah-ordering-process

If you would like to see your ketubah proof in different color combos, there's a \$35.00 fee for each additional color combo proof. If you change your mind and choose a different color combo after your proof has been sent, there's a \$35.00 fee, for each additional color combo proof.

Color varies from computer to computer, so despite our best efforts to provide the best representation of the designs, it's possible that what you see on your screen might be slightly different than the colors you see in-person.

To ensure the quality of the design and the final product, we do not offer custom designs or use of any graphics provided by the client.

STEP 2: CHOOSE THE TEXT

Modern Hebrew and English, or English Only

We offer the following text options for modern Hebrew and English: secular, reform, Canadian reform, vows, humanistic, interfaith, mystical, egalitarian, anniversary and Tucker (please note that there is no intro paragraph option when choosing the "Tucker" text as the intro is part of the text). The translation for these text options from English to Hebrew, is as direct as possible.

When choosing your text, please first choose an **intro paragraph** (this paragraph will have your personalized information) and then choose your main text choice.

You can view the intro paragraph options and the main text options at the following link: www.jenniferraichman.com/pages/ketubah-texts

CREATING YOUR KETUBAH (cont.)

STEP 2: CHOOSE THE TEXT (cont.)

Signature lines (for modern Hebrew and English, or English only): typically, couples have two witness lines, bride, groom and an officiant title, however you can have more than two witness signature lines if space allows. We do not need to know the names of the witnesses or the officiant(s). On the order form please indicate how many witness lines you would like, plus a title for the bride, groom and the officiant(s). **You can view the signature title options on the order form.**

Conservative or Orthodox

If you plan to use conservative or orthodox text options, you will need to have your rabbi fill out a separate form. Please submit both the **order form (you) and the rabbi form (rabbi)**. If your rabbi is not able to complete the form, we can fill out the information for you (+ \$45.00). Rabbi forms can be found under the conservative and orthodox text options: www.jenniferraichman.com/pages/ketubah-texts

There is no direct English translation for conservative or orthodox text. You may add any of our standard English text options to the bottom of the conservative or orthodox Hebrew text (if space allows). Please make sure to get your rabbi's approval to add English.

Signature lines (for conservative or orthodox text): please view our signature line options for conservative or orthodox text: www.jenniferraichman.com/pages/ketubah-texts

Custom Text: if you plan to use your own text, please note that during wedding season the amount of custom text orders is limited. Please contact us for availability. For the English, we do ask that you supply a Word Document with the text ready to go. Please note that we are not responsible for errors or typos in your text. Please check your text carefully before sending. **Due to copyright issues, please make sure that your custom text was written for you or written by you. We will not accept any custom text orders, for text that we believe was taken from other ketubah vendors.**

Poetic verses: on any text option you can add a poetic verse. **You can view the poetic verse options on the order form.** For the Double Arrows and Poster Block ketubah designs, the poetic verse is fixed to "I am my beloved's and my beloved is mine". You can write your own poetic verse, there will be no Hebrew translation for custom poetic verses. Custom poetic verses can not be used on Double Arrows and Poster Block ketubah designs. If you are ordering an English/Hebrew ketubah, your poetic verse will be in both languages (except for Double Arrows and Poster Block). If you are ordering a ketubah in English only or in Hebrew only, your poetic verse will be only in English or only in Hebrew. Please let us know in the notes section on the order form, if your preference differs from our standard method for poetic verses (e.g. you are ordering an English only ketubah, but want the poetic verse in both languages).

CREATING YOUR KETUBAH (cont.)

STEP 3: COMPLETE AND SUBMIT YOUR ORDER FORM

After you have carefully selected your design and text options, please fill out the appropriate order form online and submit. Order forms are listed by type of ketubah and the type of text you are ordering. You can find all the order forms here:

www.jenniferraichman.com/pages/ketubah-ordering-process

We recommend that the **contact person** on the order form 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.

English Section of the Ketubah

On your order form, please type the name(s) as you would like for it to appear in the English portion of your ketubah. For parent names, it's traditionally father's name first. If you would rather not have your parent's names on the ketubah, please put "n/a" on your order form. For parent names, we use first names only in both the English and Hebrew section of the ketubah.

Hebrew Section of the Ketubah and "After Sunset" Hebrew 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 wedding date to Sunday (the first day of the week). **We will NOT push your wedding date unless you mark "after sunset" on your order form.** 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.

When entering Hebrew names on your order form, you can spell your names in Hebrew letters or transliterate the Hebrew with English letters. If there is no Hebrew name, we will place a transliteration of the English name in the Hebrew section of the ketubah.

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 a Parent is Deceased

In tradition of Hebrew honorifics for the dead, we suggest, placing Z"L, 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.

POLICIES

Making changes after placing your 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 extra 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.

Canceling a ketubah order

If you need to cancel an order prior to your proof date and payment was already made, **there is a non-refundable cancellation fee of \$40.00**. If your proof has already been created, the sale is final and the ketubah 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 requires changes to the existing Hebrew, you will be charged for custom text.

Proof approval

Orders will not be printed without your approval of the digital proof. 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.

Phone calls and meeting in-person

By ordering with Jennifer Raichman LLC, communication is effectively limited to online only. However, we realize that sometimes a phone call is needed. Phone calls with the client 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 to meet in-person at this time.

Printed samples

Due to our constant change in background color options, paper options and design options, we do not offer printed samples.

Price changes and "accepting date" changes

Our "accepting date" is located at the top of every page on our website and on the "Shop home" on Etsy. If your wedding date is prior to the "accepting date" date, please contact us to check availability. Ketubah prices are subject to change without notice.

FAQ

What is the timeline for ordering a ketubah? During wedding season (March through late October), we schedule your proof date up to 4 to 8 weeks after receipt of your order form. The time frame for creating your ketubah is about 1 to 2 weeks, from your given proof date. Your proof date will be provided, once your order form has been submitted.

Do you take rush orders? 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? Select the appropriate order form based on type of ketubah and text selection that you plan to order.

Do we get a digital proof of our ketubah? A digital proof will be emailed during your proof window dates. Rabbi approval for your personalized information is recommended.

Can we use custom text, combine text, or use text that's not your standard text? Yes, extra fees apply when using custom or combined texts, Hebrew translation is available for custom English text. Due to copyright issues, please make sure that your custom text was written for you or written by you. Custom text orders will be accepted based on our availability.

Can we add English text to our conservative or orthodox Hebrew text? You may add any of our standard English text options to the bottom of the conservative or orthodox Hebrew text (if space allows). Please make sure to get your rabbi's approval to add English.

Can we add a color background to our ketubah? All types of ketubah offerings come with a choice of color background (except for Metallic Offset Ketubah Prints).

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 print is not matted or framed, but it does come secured to the foam core and can be propped up on an easel for display.

What type of pen should be used to sign our ketubah? Your ketubah includes an archival black or white ink pen for signing.

How should we handle the ketubah during our wedding? All ketubah orders ship in ready-to-display packaging. All you need is an easel. Some couples prefer to frame before the wedding. If you choose to do that, just let the framer know that you need for the backing to be easy to remove so that you can reconfigure the frame after signing.

FRAMING & HANDLING YOUR KETUBAH

Be sure your framer uses acid-free, non-buffered, archival quality mat board (or museum board). It's very important to have acid-free mat board to keep the ketubah print from turning yellow. Do not use the foam core board that was included in your shipping package for long term framing solutions. Your ketubah print needs to be matted and backed by acid-free museum board.

There's lots of ready-made frames to choose from, most of these frames do not come with acid-free mat boards. Even if a package says "acid-free", most likely it's only acid-free on one side and not the core of the mat board. In this case, the acid will eventually ruin your ketubah print. All quality custom framers will have museum mat board.

When choosing your frame, ask for UV protected glass. Hang your ketubah away from direct sunlight. Do not have your ketubah dry mounted.

DIY

If you are matting and framing your ketubah yourself, we recommend purchasing a ready-cut mat from Redimat: www.redimat.com

They offer many different matboard sizes with standard frame outer dimensions. Remember to purchase both a window mat and a backing to back your artwork.

PRINT SIZE	OUTER DIMENSION	INSIDE DIMENSION
13" x 19"	18" x 24"	12.5" x 18.5"
11.5" x 17.5"*	18" x 24"	custom size needed
15" x 22"*	20" x 24"	custom size needed
17" x 22"*	20" x 24"	custom size needed

NOTE: Redimat does not carry inside mat dimensions for 11.5" x 17.5", 15"x22" and 17" x 22" print sizes. Redimat does offer custom mat sizes, with an outer dimension to fit a standard size frame.

There's lots of online framing resources, another great find is:
<http://framedandmatted.com>