



Minimum Order

The minimum for items in Luxe Deux is 25 pieces per item.

Printing Method

Suites in our Luxe Deux collection are either letterpressed or foil stamped. Envelopes may be flat printed as an option. We strive for 100% uniformity in our products. However, due to the nature of the materials we work with, small variations may exist.

Ink Colors

We've chosen and displayed a variety of colors for you to choose from when ordering from the Luxe Deux collection. If you don't see something you like for a letterpress order, we're happy to mix a custom color for you complimentary! With all custom color orders, a PMS number is required.

Layout

If copy is to be laid out differently than shown in album sample, please work with the retailer (Paper & Pearl) on your specific formatting request. If no layout change is indicated, we will proof your order as shown in album sample.

Typestyles

We will adjust the size of your typestyle selection to accommodate your copy. We cannot make typestyles bold or italic.

Proofs

Color proofs will be provided complimentary with each order. We will email a cover sheet and proof pages to the retailer (Paper & Pearl). Please note that due to variations in computer screen resolutions, the colors as you view them at home may vary from the finished product. If changes are required, they will be at a charge of \$15 per piece. Please indicate any changes in writing on the proof and fax back to 866-539-4055. We're sorry to say we cannot accept any proof changes nor confirmations via phone. Revised proofs will be emailed back to the retailer (Paper & Pearl). Charges for subsequent sets of changes are \$15 per piece. Once proofs are ready for print, please sign and date each page and fax to 866-539-4055.

Computer Calligraphy

Haute Papier is delighted to offer computer calligraphy on all projects with envelopes. The charge for computer calligraphy is \$2.00 per envelope. Any font we offer for any of our lines can be used to address your envelopes. Please indicate quantity, ink color and font choice when ordering. Once you have placed your order indicating you'd like computer calligraphy, we will email to the retailer (Paper & Pearl) an excel template for use in compiling your list. We will only accept lists in this format. If computer calligraphy is part of a Rush Order, there is an additional \$50 fee.

Envelopes

We include two additional envelopes with each order at no additional charge. Additional envelopes are \$10 per pack of 10.

Cancellations

Orders cancelled prior to entering our proofing department will be subject to a \$25 cancellation fee. Once an order has been typeset or a proof has been laid out, the cancellation fee is \$50. Due to the nature of our products, if an order has been approved and/or printed, cancellations cannot be accepted and you will be charged the full amount of the order.

Turnaround Time

Under normal circumstances, all orders are shipped within 10-14 business days of Haute Papier receiving the signed-off on final proof.

Rush Service

Please work with the retailer (Paper & Pearl) for availability when placing and pricing any and all rush orders.

Shipping & Handling

All orders are shipped via UPS Ground. Haute Papier ships all packages "signature required".

Our Guarantee

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