



CUSTOMIZATION OPTIONS & PRICING

STANDARD CUSTOMIZATION - *INCLUDED*

Retail prices include customization of the following standard options:

- **Text** - Customize the copy portions with preferred wording
- **Colors** - Choose alternate colors based on the recommended design palette, our custom color chart, or provided by you
- **Fonts** - Choose the style, sizing, alignment, and other standard available font options
- **Monograms & Motifs** - May be used on some invitation designs, as well as on pockets, bellybands and gatefolds.

SPECIALTY CUSTOMIZATION & CUSTOMER SUPPLIED ARTWORK

For specialized design changes and for customer supplied artwork, please request pricing. Examples include altering design elements such as illustrations, patterns, borders, stylized typography, and more.

TURNAROUND TIMES & COSTS

PROOFS

The timing and cost for creating proofs may vary, depending on the type of printing technique and the number of revisions. In general, most proofs are a digital file emailed within 1-2 business days depending on the time of day the order is received. (Orders after 4 p.m. are processed the next business day). Refer to the guidelines below.

| TYPE OF PROOF | TURNAROUND TIME | COST |
|--|--|---|
| Digital proof with placement of an order | Emailed within 1-2 business days of receipt of order | FREE with one revision (includes a second proof) \$20 per additional revision with proof |
| Digital proof without placing an order | Emailed within 1-2 business days | \$40 per proof |
| Hardcopy personalized Classic Digital or Raised Ink sample | Ships within 3-4 business days | \$50 per proof |
| Hardcopy personalized Letterpress or Engraved samples | Ships within 5-7 business days | \$150 per proof for 1-color \$250 per proof for 2-color |

Note: These guidelines do NOT include shipping time or shipping charges, as may be required for hardcopy samples.

PRODUCTION OF ORDERS

The turnaround time for processing an order begins on the date Kleinfeld Paper receives approval of the proof (when a proof is requested or required). Assembly of an order is included in the following production timeframes:

| PRINTING TECHNIQUE | AVERAGE TIME TO PRINT |
|--------------------------|-----------------------|
| CLASSIC DIGITAL | 1-2 business days |
| RAISED INK | 2-3 business days |
| CONTEMPORARY LETTERPRESS | 5-7 business days |
| TRADITIONAL LETTERPRESS | 5-7 business days |
| ENGRAVING | 5-7 business days |

Note: Assembly of certain special requests or value-add services may require more time. If you select a die-cut to your order, please add one additional business day to these timeframes.

DISCLAIMERS

SATISFACTION GUARANTEE

Kleinfeld Paper guarantees 100% customer satisfaction. Contact us immediately if there is any issue with a customer order, and we will work with you to correct the issue. Always contact us to confirm whether additional costs could apply for reprints and cancellations (see below).

RETURN/REPRINT POLICY

If a customer is unsatisfied with a printed order and the error is ours, return the full original shipment within 10 days from the date of the invoice, and we will reprint the order at no cost (100% discount off the wholesale cost), including shipping charges.

If a customer is unsatisfied with a printed order and the error was not our doing, we can reprint the new order at 50% of the wholesale cost of the order, plus additional shipping charges.

ORDER CANCELLATION POLICY

If a customer order is cancelled at anytime prior to proof approval, there will be an administration fee in the amount of \$40 charged to your account, but the remaining balance of the order amount will not be charged.

If an order is cancelled after proof approval, your account will be charged 50% of the cost of the order.