Frequently Asked Questions

Thanks for visiting Bliss Paper Boutique.
We've provided some answers to frequently asked questions below.

GENERAL QUESTIONS

What are printable templates? How does it work?
- A printable is a PDF template/file that can be downloaded for a small fee.
- You can download, edit (see specific listing for details on editable content) and print instantly from home or with a local copy shop, print shop or online print vendor.
- Most printables are formatted to print on a 8.5"x11" sheet and then trimmed down to size.
- Printables are fast, user-friendly and affordable! They can be printed over and over again! *(Personal use only)*

Will I receive any physical items in the mail?
Nothing will be mailed to you. All our listings are for instant downloads.
Watch our YouTube video on Downloading Digital Files On Etsy: http://bit.ly/1RK7OBZ

Do I need to be very tech-savvy to use these printables?
Our printables are pretty straightforward, however, we do recommend basic computer knowledge.
Give our test template a try first! www.blisspaperboutique.com/templatetest.pdf

PURCHASING

How are the Printables Delivered?
Following checkout and after your payment has cleared, you can INSTANTLY download your file(s). If you missed that step, you can easily re-download the file(s):
- Go to the top right corner of your Etsy page and click on "you" — a dropdown menu will appear.
- Select "Purchases & Reviews". Find your purchase, and click the blue button that reads "Download Files". (Please note that this MUST be done on a computer, not a mobile phone or iPad)

Watch our YouTube video on Downloading Digital Files On Etsy: http://bit.ly/1RK7OBZ

How many times can I download the printable templates?
Once purchased they are yours to print as many times as you'd like! *(Personal use only)*

How many times can I print the printable template?
The great thing about our printables is that you can print them as many times and as many items as you'd like. *(Personal use only)*

LIKE US! FOLLOW US!

Give us a follow on Facebook, Instagram and Twitter to see what we're up to, find the latest wedding advice and resources, and maybe even *win some prizes!*

SOFTWARE AND USE

Do printables work on PC and Mac Computers?
Yes, printables work great on both Mac and PC computers. This MUST be done on a computer, not a mobile phone or iPad. Please make sure all edits to your template are made in Acrobat Reader. If you don't have Acrobat Reader installed, please download this free program: https://get.adobe.com/reader

Do I need special software to edit and print my printable?
Yes, you'll need Acrobat Reader which is a free program. Using any other program could cause formatting and/or saving issues. If you don't have Acrobat Reader installed, please download this free program: https://get.adobe.com/reader

Do I need to install any fonts?
Our templates do not require you to install any fonts.

I don't have a computer. Can I edit on my phone or tablet?
Unfortunately, our templates must be edited on a computer using Acrobat Reader.

PRINTING

Do you Offer Printing Services?
Unfortunately, we do not offer any printing services at this time. For printing and cutting, we do recommend FedEx Kinkos, Staples or Office Max or a local print shop as they do a nice job for a very reasonable price.

What size paper should I use?
Most printables are formatted to print on a 8.5"x11" sheet.

What type of paper/card stock should I use?
We recommend printing these on 100# - 120# card stock — regular copy paper tends to be too flimsy. Print shops offer many types of card stocks to choose from. If printing at a local copy shop, ask to see one item printed to make sure the colors and materials are to your liking.

Should I print on my own or print at a local print shop?

Printing At Home: Things to consider are the quality of your home printer, how many items you're looking to print, does the printable use a lot of ink (E.g. Chalkboard designs will use more ink), etc... *(Note: If printing at home, be sure to check what the maximum paper thickness is for your printer model - this can be found in your printer manual. You can also easily Google your printer model. Paper that's too thick could jam and damage print heads.)*

Printing Using a Local Copy or Print Shop: If you want to skip the hassle of printing and/or cutting, we recommend using a local print or copy shop such as FedEx Kinkos, Staples or Office Max. They offer printing and cutting at a very reasonable price.

CUSTOMIZATIONS

Do you offer any customizations? Do you take custom orders?
To keep the prices low, we are unable to customize our printables for you. Unfortunately, we do not offer any customizations at this time.

Can I add an image or logo to my Printable?
Unfortunately it's not possible to add an image, photo, map or logo using Acrobat Reader.

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POLICIES AND TERMS OF USE

What are your policies on Cancellations, Returns/Exchanges and Refunds?
Due to the digital nature of our printable templates, there are no returns or exchanges on downloadable items.

What is your Privacy Policy?
We respect your privacy, and do not sell/share your email or personal information with other companies.

What are your Terms of Use?
By downloading Bliss Paper Boutique printables, you agree to the following Terms of Use. This artwork is for personal, non-commercial use only. You cannot sub-license, resell, share, transfer, redistribute or modify in any way.

TROUBLESHOOTING

There's a plus sign (+) in the bottom of the corner of the editable text field?
This happens when you have text that is going outside of the printable area, or an extra "return" in your text field. Try reducing the amount of text or seeing if there is an extra "return" in your text field.

The Font is Substituting?
This happens when you are not editing the template in Acrobat Reader, or are using an older version of Acrobat Reader. Per the listing, you MUST use a computer (not a tablet or mobile device) and the most recent version of Acrobat Reader to prevent any formatting/saving issues. The link to download the newest version is listed here: www.get.adobe.com/reader

How do I Download the File?
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- Select "Purchases & Reviews". Find your purchase, and click the blue button that reads "Download Files". (Please note that this must be done on a computer, not a mobile phone or iPad)

I can't save my Printable?
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Can I have this set up with 1 template per page?
Our files come setup with multiple files per 8.5"x11" sheet (They are meant to be cut down to the specified sizes using the crop marks). However, we have had customers want the templates setup at the finished size, so we've created an online user-friendly crop tool help to help! Visit www.BPBstudio.com For instructions on how to use the tool, please watch our YouTube video: https://youtu.be/pBlWlcTZ71A

(Note: When visiting BPBstudio.com, if you are on a PC, I'd recommend using Mozilla Firefox instead of Internet Explorer. If you don't have Mozilla, download it for free here: www.mozilla.org/en-US/firefox/new/

What is a ZIP File?
Zip files are multiple files compressed into one folder. This makes it easier to share or email numerous files.
- **How to Open a Zip File (Mac & PC):** To unzip a file or folder, simply double-click on it.

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VIDEO TUTORIALS

We strive for total customer satisfaction by delivering beautiful templates, top-notch customer service as well as tutorials and how-to's for your convenience!

These step-by-step tutorials will help you make the most out of your Bliss Paper Boutique experience!

Downloading Digital Files On Etsy

How To Edit Your PDF Printable

Using Crop Marks to Cut Out My PDF Printable

Printing Envelopes From Home Using Acrobat Reader

Editing My PDF Seating Chart from Bliss Paper Boutique

Cropping My PDF File Using BPBStudio.com

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