

PrintsWell Fulfillment Policies

If you have any questions regarding the following policies, please contact us at fulfillment@printswell.com or 205-588-4171

Order Processing

ORDERING

- All orders must be submitted via our website at:
 - » orders.printswell.com
- Orders cannot be placed through phone or email.

PER ORDER CHARGE

\$2.24 will automatically be added to each new invoice. This per order charge covers handling, accounting costs (including internal paper-work, generating statements and posting payments).

MINIMUM & MULTIPLE REQUIREMENT

- For most stationery items, there is a required minimum quantity of 10 and the items must be ordered in multiples of 5.
- For Foil stamped cards and smaller items (like business cards) the minimum will be 25 and the multiples will be 5.
- Stickers quantities are set to how they fit on a press sheet.
- Items such as notepads, bag tags, bookmarks, and placemats can be ordered individually.

ORDER QUESTIONS

If you have any questions regarding your order, please email fulfillment@printswell.com or call 205-588-4171 to speak with a representative. *Please have the order Invoice Number ready so that we can help you quickly and efficiently with any concerns you may have.*

Turnaround Time & Rush Orders

TIME LINE

- Standard orders are typically shipped within 2-3 business days.
- During the Christmas season, please allow for 1-2 additional business days.
- Foil Stamping turnaround is 5-7 business days. To reorder using an existing die, turnaround is 3-4 business days.
- Double thick items and envelope liner assembly can add 1-2 additional business days

RUSH PRODUCTION

- Rush orders containing up to 5 unique printed items will be accepted until 11:59 PM eastern time.
- Rush up to 2 unique items for \$25 and 3 to 5 unique items for \$45.
- Rush rates will be increased to \$45 and \$85 during November and December due to holiday volume. *The turnaround time is 2 business days for a Rush order placed during this time of year.*
- Rush production is available for all digitally printed fulfillment items; *however, any custom item that is rushed could potentially result in a delay in production time.*
- Rush production is not available for foil stamped or double thick items.
- Rush production does not affect the selected shipping method.

Shipping

BLIND PACKAGE SHIPPING

All packages shipped from PrintsWell **do not** include invoices, packing slips, or any other identification that the items are coming from PrintsWell.

THIRD PARTY SHIPPING

Third party shipping is available if you have your own Fed-Ex or UPS account and would like to be billed directly by the shipping company. Please contact fulfillment@printswell.com if you would like to change your account information.

EDIT FOR FREIGHT

Any orders that total over \$600 will show up with a freight charge of \$0.00 on your order. These orders will be processed and actual freight will be charged after the item ships.

USPS SHIPPING

We offer USPS First Class Mail for shipping any order that totals under \$15. USPS Priority is offered for orders under \$90. We cannot guarantee shipment times for USPS packages.

CUSTOMER PICKUP

You will be notified via email when your order is ready for pickup. *Please advise that standard orders and rush orders have a deadline of 4:30 PM the day they are scheduled to be ready.*

Changes, Errors, and Reprints

CHANGES

Changes made to an order after it has been processed (i.e. shipping method, quantity, adding or changing items) can be done at the rate of \$5 per change. Orders cannot be adjusted if they have already been sent to print. Making changes to your order resets the ship date based on when the change is received.

CANCELLING AN ORDER

- If an order has not been printed, there will not be a fee to cancel the order.
- If an order has been printed, you will be responsible for the cost of all printed items and service charges. Reusable items such as blank envelopes and premium boxes will be removed from your invoice.

PRINTSWELL ERRORS

- The replacement items will typically ship within 1 business day using the same shipping method selected on the original order.
- You may elect to pay the difference for expedited shipping.
- We must be notified about PrintsWell errors within 30 days of delivery date.

PrintsWell Fulfillment Policies

OTHER ERRORS & REORDERS

It is not necessary to contact PrintsWell regarding non-PrintsWell errors or reorders. Please submit your reprint as a new order.

Product & Branding Services

PRODUCT PACKAGING

- All products are packaged in resealable cellophane bags. Packaging upgrades are available on select products.
- Upgrade to white gift box packaging for \$0.92 per 50 items
- Upgrade to premium presentation white box packaging with a clear acetate top and clear band for \$1.16 per 50 items.
- Double thick cards may require additional packaging due to the density of the paper. Please advise that extra boxes may be added to your order as needed.

BRANDED PACKAGING

PrintsWell Fulfillment offers branded packaging for all Fulfillment customers. To help grow your brand recognition, we can customize our packaging with your branding stickers or drop-in cards. We allow up to two stickers and two drop-in cards.

Billing Information

BILLING

Payment is due when your order ships, but payments are batch-processed once a week, typically on Friday mornings. We will bill the credit card we have securely stored on file for you. You can update your payment information at any time under the Account tab on orders.printswell.com.

EMAILED INVOICES

You will receive an emailed invoice once your order is shipped. Emailed invoices do not require any action, they are just for your records. These invoices are automatically billed after the the order ships on a weekly basis, through the Accounting Department at PrintsWell.

Color Matching & Samples

COLOR MATCHING

Color matching is not a service offered through PrintsWell Fulfillment.

SAMPLES / PROOFS

PrintsWell does not have a formal option to order a proof. An alternative method used by customers to produce hardcopy proof is the 11x17 Flat Card option. The 11x17 option allows you to order a single sheet that arrives to you unfinished and uncut. Using the 11x17 file size allows for multiple pieces of a suite to be printed on one single sheet, solving the issue of meeting quantity minimums of multiple pieces to see a printed sample.

Copyright, Trademark, & other Printed Material Concerns

PRINTER'S DISCRETION

PrintsWell reserves the right to refuse to print any artwork submitted that violates copyright or trademark laws, as well as any artwork that may contain material that could be considered offensive.

Custom Products

NON-STANDARD SIZES

- A \$25 charge per file will apply to custom flat products, a \$45 charge per file will apply to custom scored products. These additional fees are built into the cost of the products.

Print Ready File Requirement

PRINT READY

All files submitted through PrintsWell must be print ready when ordered. *We do not adjust size, check for color discrepancies, typeset, align, outline fonts, or change your files in any way.* We also do not offer any paid services for adjusting files through Fulfillment. If there are any concerns about file submission or requirements, you can always refer to our File Setup Guides and Templates, contact us at fulfillment@printswell.com or give us a call at **205-588-4171**.

Envelope Printing Process

PRINT READY

- All envelopes that are printed with PrintsWell are printed on an envelope printing machine - they are not printed on our Digital Presses. Due to the cards and envelopes being printed on separate pieces of machinery, we can not guarantee an exact match between cards and envelopes.
- Artwork cannot bleed/touch the edge of the envelope.
- Large/heavy areas of coverage are not recommended.
- Texture of envelopes may show through printing on heavily textured envelopes such as Cotton or Eggshell.