



These Terms and Conditions, together with the Invoice or the terms contained in the preceding webpage or other proposal (collectively, the “Proposal”), state the terms upon which we will perform your order. Acceptance of the Proposal is expressly limited to these Terms and Conditions. If there is any conflict between these Terms and Conditions and any purported acceptance, these Terms and Conditions will prevail. The Proposal will not become a binding contract until your order has been submitted and your deposit has been paid.

PROOFREADING

Please proofread all information before submitting your order, and again before approving your order for print. You are responsible for the copy you send to us and we will print exactly what you specify. We are not responsible for errors submitted to us.

PAPER AND INK COLORS

All computer monitors display colors differently. The actual color of our papers and inks may differ from what is displayed on your monitor. Ink colors may also appear differently on each of the three paper colors that we offer.

If paper or ink color is critical, we strongly advise that you order and review samples before placing your final order. Nevertheless, we are not responsible for any slight or expected disparity or discrepancy in color, whether or not samples were ordered.

SAMPLES

Ink and paper samples are available, as well as invitation samples for each of our designs. The fee for samples (up to \$10) will be applied to letterpress orders placed within 60 days of ordering samples.

CUSTOM INK COLORS

If you send us a swatch to create a custom ink color, we will do our best to match that color as closely as possible. However, we do not guarantee an exact match.

DEPOSIT

A \$250.00 non-refundable deposit is due at the time your order is placed. (For completely custom designs, a \$500 non-refundable deposit is required.) This deposit must be received before your order will be processed.

PROOFS

Two rounds of digital proofs are included with each order. Once your order and deposit have been received and we have your wording, a proof will be sent to you via email within three business days. Second proofs, if needed, will be sent via email within two business days of receiving your changes.

Additional proof rounds that may be required due to changes to wording, order specifications, etc. will be subject to additional charges to be determined by us.

TURNAROUND

Once we receive your final approval and your balance has been paid in full, your order is sent to production and will be shipped in three to four weeks (not including any major holidays) via FedEx Standard Ground shipping, unless otherwise specified. Orders with envelope liners may require an additional week for completion. Time for delivery from the ship date is based on the distance from Philadelphia, Pennsylvania.

RUSH ORDERS

If you need your order faster, please inquire about rush options. Rush orders will be subject to additional charges.

CHANGES

Once final approval and final payment are received, your order will be sent immediately to production. Once production has begun, any additional changes may require a reprint, in which case additional charges will apply for any and all items that need to be reprinted.

CANCELLATIONS

If you need to cancel an order, please let us know in writing as soon as possible. If your order has already gone into production, we cannot guarantee any refunds or partial refunds.

SHIPPING & HANDLING

A \$20.00 shipping charge is applied to each order being shipped within the continental US. All orders are sent via FedEx Standard Ground shipping. Orders being shipped to Hawaii, Alaska and outside of the US may be subject to additional fees, including customs fees. Expedited shipping is available for an additional fee.

LETTERPRESS

There are natural and slight inconsistencies that may occur with the fine art of letterpress, as it is truly an artform. We inspect all pieces before they are shipped out to our customers to ensure that a level of consistency is maintained.

ORDERING EXTRAS

It is a good idea to order more pieces than you need in the event that you need extras at a later date due to changes in your guest list or for any other reason. We do not guarantee the availability of extras for any items ordered; regular charges will apply for any items that need to be reprinted.

POSTAGE

The cost of postage is not included in any order. We recommend taking your finished invitations to be weighed by the US Postal Service prior to purchasing any postage, as envelopes with several pieces included and/or heavier paper may require additional postage. Please note that square envelopes always require additional postage.

ORDERING ACCESSORIES WITHOUT AN INVITATION OR SAVE-THE-DATE

A \$100 set-up fee will be charged for coordinating piece orders that do not include a main invitation or save-the-date.

PAYMENT

We accept debit and credit card payment via PayPal, as well as personal checks. There is a \$25 fee for all returned checks. Sorry, no C.O.D. orders accepted.

All prices and payments are in U.S. dollars. For international orders, we are not responsible for any changes in exchange rate between the time you submit your order and when your credit card is processed.

SALES TAX

Orders being shipped within the state of Pennsylvania will be charged 6% sales tax, or 7% sales tax within the city of Philadelphia or Allegheny County.

SECURITY

We use Paypal, a trusted and secure online payment service for all online transactions.

PRIVACY

We take your privacy seriously; we will not sell or give away your personal information to any persons or agencies at any time.

COPYRIGHT

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PERMISSION

By placing an order with us, you are granting us permission to photograph your items for use in the Claremont Collection portfolio. Personal information such as mailing addresses, phone numbers and email addresses will never be shown.

DAMAGE

We will do our best to ensure that your custom letterpress order arrives to you in perfect condition. If, upon receipt, you find that your order is damaged, please contact Claremont Collection immediately. Any damage must be reported within five (5) days of delivery. No allowances or credits will be given after this period.