

GUIDELINES FOR PLACING ORDERS

KEEPING IT SIMPLE

If ink color, typestyle or layout is not specified on your order form, the same ink color, typestyle & layout as shown on the sample in our current marketing materials will be used. Unless specified, when "Ground Delivery" is selected, dinky will shop for the best rate among the following providers: UPS, FedEx and the U.S. Postal Service.

ORDER FORMS

Please send all orders using dinky's paper order forms or online order forms. To find the online order form, go to dinkydesigns.com and click the icon stating "Attention Dealers... Order Online". Use a separate form for each shipping address. To ensure order accuracy, phone orders cannot be accepted. (fax gremlins eat faxes in transit – use our online order form or visit www.dinkydesignshelp.com to download the forms you need)

Any errors arising from use of a store order form will be at the customer's risk and expense.

ORDER INCREMENTS

All items not ordered in increments shown on price sheet will be increased to the next greater quantity and billed accordingly.

TYPESTYLES

Please choose from the "Typestyles" list included in your album. Dinky designers will format typesetting size and spacing for best layout possible unless specified.

COPY

Type or print text clearly. Layout text exactly as you would like it to be printed...or give us creative liberty to make your item look great...after all, it's what we do! On faxed orders, underline any letters to be capitalized and note any accents or unusual spellings. Please note any special instructions in the comments section. Dinky designer will use point sizes for best layout and presentation unless point sizes are specified. Dinky designer will replicate layout, typestyle and ink color as shown on sample unless otherwise noted.

LAYOUT

All copy will be formatted like the sample shown in current marketing materials unless otherwise noted. Please indicate any special placement of copy top, center, bottom center, flush left, right, etc.)

TEXT LINES

Although there is no additional fee to add lines of text, there is a limit to the number of lines per sample. Use samples as guidelines for number of lines. Keep in mind more is not always better.

EMAILED PROOFS

The cost is \$5.00 per proof. Emailed proofs are ideal for viewing colorful images and make for easy forwarding to decision makers.

RE-ORDERS

Re-orders will be processed according to the Received on/Shipped on schedule. All re-order items must be ordered in increments as shown on the price sheet. Minimums apply...so it's best to order more the first time! Your custom order will be kept on file for 30 days. Beyond 30 days, please submit a new order using ordering guidelines.

ERRRRORS

Errors made by dinky designs will be corrected at no extra charge and shipped within (2) business days and shipped at dinky designs' expense. Errors made by the customer will be processed within (2) business days and priced at 75% of the original cost. Shipping charges will be billed according to the shipping and handling schedule. Proofs are recommended to ensure happy customers the first time.

PHOTOS

Email all digital photos to photos@dinkydesigns.com. Preferred size of photos is a minimum of 1200 x 1200 pixels. Hard copy of photos cannot be accepted, please scan original photos and send digital images as Jpegs or TIFs.

COLORED INK

All items are print-on-demand which means that we imprint the illustration along with the personalized text once your order is received. We do our best to replicate the colors shown on samples accurately, however there will be some variance...rest assured you'll be braggin' about your stationery from us! More good news, because we print on demand, we can match the text color EXACTLY to the colors of the illustration, super cool, huh! So the text color can match a flower petal perfectly if you wish! We encourage you to specify the color you prefer or we welcome "color ink to match". Please see the Envelope and Ink Color page for your selection. Colored ink is available at no additional charge. Note: colored ink is not recommended for fine point typestyles.

TYPESETTING FEE (for 2nd side printing)

Stationery may be ordered with a secondary personalization. ie. the reverse of an invitation may be imprinted with directions or the inside of a note card may be imprinted as a birth announcement. The typesetting/printing fee for the 2nd side is an additional \$30 up to 100 cards, .30 for each additional piece above 100.

ie.: 25 cards with 2nd side printing = \$30 add'l. 100 cards with 2nd side printing = \$30 add'l.

150 cards with 2nd side printing = \$45 add'l.

note: Luggage Tags (LT) may be printed on the backside FREE of charge.

ENVELOPES/BACKING CARDS FOR MAGNETS & LUGGAGE TAGS

All Magnet (G1, G2, G3, G1P, G2P, G3P) orders and Luggage Tag (LT) orders of 25 or more include your choice of white or color envelopes, backing cards and "sticky dots" for mailing. If an envelope color is not selected, one will be chosen for you. Envelopes are NOT included with any other item but may be ordered for an additional cost of 20-cents per envelope.

CHANGES TO YOUR ORDER OR CANCELLATION

We have enjoyed many benefits thanks to our new fulfillment processes; however, there are some limitations when amending an order once it has been submitted. Therefore, it is necessary that you make all final decisions on quantity, envelope color, additional items, etc., prior to submitting your order. Although orders are not subject to cancellation, we understand that a customer's needs may change. We will do our best to work with you, however, depending where an order is in the process, it may be too late. You will only be billed for any processes that have been completed at the time of your request or a minimum \$30 (retail) change/cancellation fee will apply.

OUR MISSION: To create perfectly personalized stationery in a timely fashion that our customers are proud of and excited to send to their family and friends.