



Alexa Pulitzer
NEW ORLEANS

frequently asked questions

ORDER PROCESSING TIME & DELIVERY/SHIPPING INFORMATION :

HOW DO I PLACE A CUSTOM ORDER?

Give us a call, 504.945.4843, or communicate via email: sales@alexapulitzer.com. Let us know what you are looking for and we will email you an estimate. Once the estimate is fine tuned, we will request 50% deposit to commence your custom order. Once your deposit is received along with your unique "verbiage," Alexa will create artwork within 2-5 business days - please allow for a longer turn around if you are requesting unique artwork. If you have chosen for Alexa to create a cipher (a two letter monogram,) you will receive two different designs to choose from. Changes to proposed art are billed at \$125/hour.

TURN AROUND:

We print and ship most orders in up to 7-9 business days from the time of receipt of your formal proof approval. The exception is when your project has gilded edges, which takes an additional 20 business days or if we print with Arzberger who takes 2-3 weeks to print. Ship time and cost vary depending on the shipping method you choose and your location, but here is an estimate: UPS Ground \$18; UPS Two Day Air \$39; UPS Standard Overnight \$44. If you are in a rush, we recommend you select Next Day Air shipping. Once your order ships, Your balance is due and we will charge your card on file for the balance and email your tracking. We ship orders from both New Orleans as well as our print partners: Crane & Co. (in Massachusetts) and Arzberger (in North Carolina).

WILL I SEE A PROOF OF MY ORDER BEFORE IT GETS PRINTED?

Absolutley! You will be emailed two options to choose from. The art will include Alexa's art accompanied by your verbiage which has been styled by Alexa in your chosen ink color. Please be sure to carefully proofread your "copy" prior to submitting it to us. Pay special attention to text such as capitalization, punctuation and dates. While we will make suggestions about wording when appropriate, we do not guarantee that we will catch all customer errors, especially those specific to your event and spelling of proper names. Should you make an error in your text and your order has been printed, we will work with you to correct the problem and reprint your order at a 25% discount. If there is an error in printing caused by Alexa Pulitzer, we will gladly reprint your order at no cost to you. If you have additional questions regarding the reprint of an order due to error, please email us at sales@alexapulitzer.com.

CAN I SEE A SAMPLE {ACTUAL PRINTED COPY} OF MY INVITATION OR STATIONERY BEFORE IT IS PRINTED?

We are not able to provide an actual printed sample of your custom project prior to finishing and shipping your complete order. We present color proofs in PDF files which include Alexa's art, copy layout, typestyle, and ink color for you to review and approve before going to press.

WHAT COLORS OF INK ARE AVAILABLE?

Ink choices are available to view in the CUSTOM section of the website in a downloadable PDF format.

WILL THE COLORS I SEE ON MY MONITOR MATCH THE INK COLORS PRINTED ON MY ORDER?

Ink colors and paper colors will vary depending on your monitor display settings. Your printed product may look a little different than the color represented on your screen. In other words, your printed products will look much better (particularly metallic inks!)



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DOES THE INK COLOR I CHOOSE VARY BASED UPON PRINTING TECHNIQUE?

Yes. The most accurate print translations to the Pantone color guide are flat printing and thermography. Engraving tends to print a bit darker while letterpress prints a touch lighter. We recommend engraving if you choose a metallic ink such as Gold, Rose Gold or Silver.

MAY I USE ALEXA PULITZER'S ARTWORK AFTER I'VE PLACED MY ORDER AND PAID MY INVOICE?

No. Alexa Pulitzer retains the ownership of her designwork and heavily polices her work to protect it. You may not use, reproduce or copy Alexa's design work unless you have requested and received an approval to use artwork from a member of Alexa Pulitzer LLC and paid the usage fee.

WHAT FORMS OF PAYMENT DO YOU ACCEPT?

We prefer to be paid by check however we accept Visa, Mastercard and American Express.

WHEN AM I BILLED FOR MY ORDER?

At the initiation of a custom project, we will request a 50% deposit. When your product ships, we will charge the balance to the same method of payment (credit card) you used for your deposit and email you a copy of your paid invoice with tracking number.

WILL SALES TAX BE ADDED TO MY PURCHASE?

Only orders with a delivery address in Louisiana will be charged sales tax.

RUSH FEES:

If you would like to expedite your order, there is a 35% rush fee on projects that allow for rushes. Please call us at 504.945.4843 and we will be happy to assist you.

LARGE VOLUME ORDERS : Large volume personalized orders of 1,000 pieces or more do not qualify for our normal order turnaround times and our published Next Day or Second Day Air rates do not apply. Shipping costs for large volume orders are determined by weight and distance. Please request a quote from sales@alexapulitzer.com

ADDRESSING :

Alexa Pulitzer does not currently offer addressing envelopes or calligraphy services. We recommend New Orleans based Calligrapher, Maria-Helena Hokschi: www.calligraphybymariahelena.com. Alternatively, for digitally created (and more affordable) addressing, Alexa likes Faith Miller: www.calligraphyatlanta.com PS. Words of advice: BOOK YOUR CALLIGRAPHER NOW! They're in demand.

COMMITMENT TO MOTHER EARTH :

Alexa Pulitzer designs all of her paper products from her atelier in New Orleans and works with the most esteemed print partners: CRANE & CO. in Massachusetts and ARZBERGER in Charlotte, North Carolina. Together with our print partners, we take great pride in our efforts to preserve and protect the environment. Our wood pulp papers are archival grade and acid-free, purchased only from paper suppliers who work with responsible manufacturers practicing good forestry management, and utilizing best harvest practices. Our commitment to environmental stewardship and sustainability extends far beyond the materials we use to produce fine stationery. Being green is also about the actions we take in our day-to-day operations to minimize the impact on our air, water and soil.

- We recycle 90% of our paper materials and corrugate waste.
- Obsolete and less than perfect products are donated to local schools and New Orleans-based charities.
- All chemicals used in our print partners' facilities are disposed of properly, in accordance with state and federal EPA standards.