



Alexa Pulitzer
NEW ORLEANS

How do I place a custom order?

Phone (504)766-6201, or email alexa@alexapulitzer.com. The best thing to do is to fill out and submit Alexa's custom form which lets Alexa know the specifics of what you are looking for so she may prepare an estimate for you. Custom orders are initiated with an estimate and a 50% deposit will be requested to commence creating.

Turn Around?

Alexa will request 50% deposit to begin your custom project. Once your deposit is received along with your "verbiage," Alexa will create and email your proofs (set to size) in 1-3 business days. Please allow for a longer turn around if you are requesting original art, which can take 7-15 business days to create. Custom items are printed to order in increments of 25's. We typically print orders in 1-3 weeks, depending on print technique. The print turnaround starts from the date we receive your design approval and varies depending on the printing technique as well as the season (for example, everything in the 4th Quarter takes longer!) If your project has custom beveled or painted edges, please add an additional 15-20 business days to production time. Ship time and cost will vary depending on the shipping method you choose, your address, and the season. If you are in a rush, we recommend you request Next Day Air or 2nd Day Air as we typically cannot expedite print production.

What are my options for art?

You have many options for art and font styles to choose from! You may choose any of Alexa's tasteful fonts or copywritten designs from her stationery collections or her custom invitation portfolio. If you have a specific idea in mind, you may request that Alexa create an original illustration just for you, however this has a higher price. If you would like an ornate "single letter" or a "cipher" (two intertwined letters,) you will receive two designs to choose from. Changes to proposed art are billed at \$150/hour.

May I use Alexa Pulitzer's artwork after I've placed my order and paid my invoice?

The simple answer is No. Alexa Pulitzer retains the sole ownership of her art. She copyrights everything she creates and heavily patrols her work to protect it. Unless you are working with Alexa to create a "logo" which comes with Usage Rights, you may not reproduce, copy, or use Alexa's on anything that she does not create for you unless you have requested and received her written approval to reproduce and use her artwork and paid a Usage Fee.

Will I see a proof of my order before it gets printed?

Absolutely! You will be emailed proofs to review and choose from. The proof will be created to size in the chosen ink and paper color created by Alexa and must be approved by you to initiate production. Please be sure to carefully proofread your "copy" prior to submitting it to us. Pay special attention to text such as capitalization, spelling, punctuation, dates, and address. While Alexa may make suggestions about wording when appropriate, we do not guarantee that we will catch all customer errors, especially those specific to your event and the spelling of names. Should you make an error in your copy 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. All changes to orders (both confirmations and proofs) must be made via email.

Can I see an "actual printed" sample of my invitation or stationery before it is produced?

We are not able to provide an actual printed sample of your custom project prior to finishing and shipping your complete order as that would add substantial cost, however if it is critical to do, then you may pay the additional fee for a pre-production sample.

Can I rush my order?

Please phone Alexa Pulitzer at (504)766-6201 and she will be happy to discuss what's possible (or not.)



What colors are available?

Ink choices are specific to the products being printed and the print technique. Ink charts can be viewed in the various Custom sections of our website. We use several printers and Alexa will guide you to view the best ink chart based on your project.

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. All in all, your printed product will look far better (particularly opulent metallic inks!)

Does the ink color 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. Alexa recommends engraving if you choose a metallic ink as metallic inks look dull when letterpress or digitally printed.

What forms of payment do you accept?

We accept most credit cards (American Express, Visa, Mastercard, Discover) as well as ACH deposit and Checks.

When am I billed for my order?

At the initiation of a custom project, Alexa will request a 50% deposit to commence. Your balance will be requested prior to shipping. When your product ships, Alexa will charge the balance to the same method of payment used for your deposit and email you a copy of your paid invoice with tracking number.

Will sales tax be added to my purchase?

Orders with a delivery address in Louisiana will be charged Sales Tax.

Can Alexa write addresses on my invitations for me?

Alexa Pulitzer does not offer calligraphy however our print partner can ink jet print your guest name and address for an additional fee of \$2.50 per envelope. There are many colors and fancy fonts to choose from. For stunning calligraphy, I recommend New Orleans based artist, Maria-Helena Hokschi (www.calligraphybymariahelena.com.)

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 shipping rates do not apply. Shipping costs for large volume orders are determined by weight and distance. Please request a quote from alexa@alexapulitzer.com

Commitment to Mother Earth :

Alexa Pulitzer designs from her atelier in New Orleans and works with the most esteemed printers in the USA to produce your custom-made goods. Together with her print partners, she takes great pride in her 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 papers. 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.