

# PrintsWell Fulfillment Policies

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

## Order Processing

### ORDERING

- All orders must be submitted via our website at:  
» [orders.printswell.com](https://orders.printswell.com)
- Orders cannot be placed through phone or email.

### PER ORDER CHARGE

\$2 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), and application of branding stickers (supplied by brand) to your shipping container and/or product (optional).

### MINIMUM & MULTIPLE REQUIREMENT

- For most stationery items, there is a requirement 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](mailto: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.

### RUSH PRODUCTION

- Next business day 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 \$14 and 3 to 5 unique items for \$35.
- Rush rates will be increased to \$25 and \$50 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 products.
- 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](mailto:fulfillment@printswell.com) if you would like to change your account information.

### EDIT FOR FREIGHT

Any orders that total over \$550 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 currently offer USPS First Class Mail for shipping any order that totals under \$10. We cannot guarantee shipment times for First Class packages. It is listed as "USPS - First Class-Fulfillment (Labels and Tags Only)".

### 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.* You may be notified by 8:30 AM the next business day if your order is packaged late in the day.

## 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.

### COMBINING ORDERS

Combining orders is allowed if all orders in question have not been processed. Combining in house orders can be done at a rate of \$10. Combining orders resets the order submitted date of all items based on when the most recent order arrives in our system.

### 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, there will be a \$5 cancellation charge plus 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 Fulfillment Policies

## 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.

## 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 \$0.65 per 50 items
- Upgrade to premium presentation white box packaging with a clear acetate top and clear band for \$0.85 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 products.

## Billing Information

### BILLING

All Fulfillment accounts are "End of the Month" billing. All transactions from the previous month will typically be billed the first business day after the end of the month. We must have a valid credit card on file for the End of the Month billing.

### 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 end of the month through the Accounting Department at PrintsWell.

## Custom Products

### NON-STANDARD SIZES

- A \$15 charge per file will apply to custom flat products, a \$30 charge per file will apply to custom scored products
- All miscellaneous (custom) items are priced according to the total sheet price. The price is adjusted once we receive the order and determine how many items print per sheet based on the final size requested.

## 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.

## Color Matching & Samples

### COLOR MATCHING

Color matching is not a service offered through PrintsWell Fulfillment. If you are concerned about how an item will print, you are welcome to place an order for a sample quantity of the item before placing a full order.

### 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.

## 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](mailto: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 HP Indigo Press. 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.

# Standard Paper Pricing

A general guide for select standard Fulfillment sizes based on our 110lb Ultra White Standard paper (upgrades available).  
An additional \$1.10 setup fee will be added into the overall price of each item - this covers pre-press time and packaging.

110 lb Smooth Ultra White • 100 lb Eggshell • 80 lb Eggshell

	ITEM SIZE	4   0	4   1	4   4
FLAT CARDS	2 x 3.5	0.10	0.10	0.10
	2.75 Square	0.10	0.10	0.11
	2.5 x 3.5	0.11	0.11	0.12
	3.5 x 5 (4BAR ENV)	0.15	0.16	0.16
	4.25 x 5.5 (A2 ENV)	0.22	0.23	0.24
	5.25 Square	0.22	0.23	0.24
	3.875 x 9.25	0.33	0.35	0.36
	4.5 x 6.25 (A6 ENV)	0.33	0.35	0.36
	5 x 7 (A7 ENV)	0.33	0.35	0.36
	5.5 x 8.5 (A9 ENV)	0.33	0.35	0.36
FOLDED CARDS	2 x 3.5	0.16	0.17	0.17
	2.75 Square	0.15	0.16	0.16
	2.5 x 3.5	0.15	0.16	0.16
	3.5 x 5 (4BAR ENV)	0.33	0.35	0.36
	4.25 x 5.5 (A2 ENV)	0.33	0.35	0.36
	5.25 Square	0.44	0.46	0.48
	3.875 x 9.25	0.66	0.69	0.72
	4.5 x 6.25 (A6 ENV)	0.66	0.69	0.72
	5 x 7 (A7 ENV)	0.66	0.69	0.72
	5.5 x 8.5 (A9 ENV)	0.66	0.69	0.72

# Paper Upgrade Pricing

An additional \$1.10 setup fee will be added into the overall price of each item - this covers pre-press time and packaging.

How to calculate final costs: (Quantity x Per Piece Price) + \$1.10 = Total Cost of Item

110 lb Felt Bright White & Warm White • 110 lb Recycled 100% PCW

120 lb Eggshell Ultra White & White • 110 lb Linen Bright White

FLAT CARDS	ITEM SIZE	4   0	4   1	4   4
	2 x 3.5	0.11	0.11	0.11
	2.75 Square	0.11	0.11	0.12
	2.5 x 3.5	0.12	0.13	0.13
	3.5 x 5 (4BAR ENV)	0.17	0.18	0.19
	4.25 x 5.5 (A2 ENV)	0.26	0.27	0.28
	5.25 Square	0.26	0.27	0.28
	3.875 x 9.25	0.38	0.40	0.41
	4.5 x 6.25 (A6 ENV)	0.38	0.40	0.41
	5 x 7 (A7 ENV)	0.38	0.40	0.41
5.5 x 8.5 (A9 ENV)	0.38	0.40	0.41	
FOLDED CARDS	2 x 3.5	0.18	0.19	0.19
	2.75 Square	0.17	0.18	0.19
	2.5 x 3.5	0.17	0.18	0.19
	3.5 x 5 (4BAR ENV)	0.38	0.40	0.41
	4.25 x 5.5 (A2 ENV)	0.38	0.40	0.41
	5.25 Square	0.51	0.53	0.55
	3.875 x 9.25	0.76	0.79	0.82
	4.5 x 6.25 (A6 ENV)	0.76	0.79	0.82
	5 x 7 (A7 ENV)	0.76	0.79	0.82
	5.5 x 8.5 (A9 ENV)	0.76	0.79	0.82

# Paper Upgrade Pricing

An additional \$1.10 setup fee will be added into the overall price of each item - this covers pre-press time and packaging.

How to calculate final costs: (Quantity x Per Piece Price) + \$1.10 = Total Cost of Item

## 105 lb Metallic Pearl

	ITEM SIZE	4   0	4   1	4   4
FLAT CARDS	2 x 3.5	0.13	0.14	0.14
	2.75 Square	0.14	0.14	0.15
	2.5 x 3.5	0.16	0.16	0.16
	3.5 x 5 (4BAR ENV)	0.24	0.25	0.25
	4.25 x 5.5 (A2 ENV)	0.36	0.37	0.38
	5.25 Square	0.36	0.37	0.38
	3.875 x 9.25	0.53	0.55	0.56
	4.5 x 6.25 (A6 ENV)	0.53	0.55	0.56
	5 x 7 (A7 ENV)	0.53	0.55	0.56
	5.5 x 8.5 (A9 ENV)	0.53	0.73	0.75
FOLDED CARDS	2 x 3.5	0.23	0.24	0.24
	2.75 Square	0.24	0.25	0.25
	2.5 x 3.5	0.24	0.25	0.25
	3.5 x 5 (4BAR ENV)	0.53	0.55	0.56
	4.25 x 5.5 (A2 ENV)	0.53	0.55	0.56
	5.25 Square	0.71	0.73	0.75
	3.875 x 9.25	1.06	1.09	1.12
	4.5 x 6.25 (A6 ENV)	1.06	1.09	1.12
	5 x 7 (A7 ENV)	1.06	1.09	1.12
	5.5 x 8.5 (A9 ENV)	1.06	1.09	1.12

# Paper Upgrade Pricing

An additional \$1.10 setup fee will be added into the overall price of each item - this covers pre-press time and packaging.

How to calculate final costs: (Quantity x Per Piece Price) + \$1.10 = Total Cost of Item

## 118 lb Cotton Brilliant White & Natural White

	ITEM SIZE	4   0	4   1	4   4
FLAT CARDS	2 x 3.5	0.15	0.16	0.16
	2.75 Square	0.16	0.16	0.17
	2.5 x 3.5	0.18	0.18	0.18
	3.5 x 5 (4BAR ENV)	0.28	0.29	0.30
	4.25 x 5.5 (A2 ENV)	0.42	0.43	0.44
	5.25 Square	0.42	0.43	0.44
	3.875 x 9.25	0.63	0.65	0.66
	4.5 x 6.25 (A6 ENV)	0.63	0.65	0.66
	5 x 7 (A7 ENV)	0.63	0.65	0.66
	5.5 x 8.5 (A9 ENV)	0.63	0.86	0.88
FOLDED CARDS	2 x 3.5	0.28	0.29	0.30
	2.75 Square	0.28	0.29	0.30
	2.5 x 3.5	0.28	0.29	0.30
	3.5 x 5 (4BAR ENV)	0.63	0.65	0.66
	4.25 x 5.5 (A2 ENV)	0.63	0.65	0.66
	5.25 Square	0.84	0.86	0.88
	3.875 x 9.25	1.26	1.29	1.32
	4.5 x 6.25 (A6 ENV)	1.26	1.29	1.32
	5 x 7 (A7 ENV)	1.26	1.29	1.32
	5.5 x 8.5 (A9 ENV)	1.26	1.29	1.32

# Paper Upgrade Pricing

An additional \$1.10 setup fee will be added into the overall price of each item - this covers pre-press time and packaging.

How to calculate final costs: (Quantity x Per Piece Price) + \$1.10 = Total Cost of Item

## 240 lb Eggshell Ultra White & White

FLAT CARDS	ITEM SIZE	4   0	4   1	4   4
	2 x 3.5	0.17	0.17	0.18
	2.75 Square	0.18	0.18	0.19
	2.5 x 3.5	0.20	0.20	0.21
	3.5 x 4.875	0.33	0.34	0.35
	3.5 x 5 (4BAR ENV)	0.33	0.34	0.35
	3.875 x 9.25	0.75	0.76	0.78
	4 x 9.25	0.85	0.87	0.88
	4.25 x 5.5 (A2 ENV)	0.50	0.51	0.52
	4.5 x 6.25 (A6 ENV)	0.75	0.76	0.78
	4.75 x 9.25	1.13	1.15	1.17
	5.25 Square	0.50	0.51	0.52
	5 x 7 (A7 ENV)	0.75	0.76	0.78
	5.5 x 7.875	0.85	0.87	0.88
	5.5 x 8.5 (A9 ENV)	0.75	0.76	0.78
	6.25 Square	1.70	1.73	1.76

\* Double thick paper cannot be scored to create folded cards and cannot be die-cut.

# Additional Fulfillment Products

An additional \$1.10 setup fee will be added into the overall price of each item - this covers pre-press time and packaging.

How to calculate final costs: (Quantity x Per Piece Price) + \$1.10 = Total Cost of Item

## Kiss Cut Matte & Vinyl Finish Stickers

Kiss Cut stickers are printed on a full sheet of sticker stock that is already scored to the sticker size.

		ITEM SIZE	Per Item	Sold in Sets
ROUND		1.5''	0.05	70
		2''	0.08	40
		2.5''	0.14	24
		3''	0.21	15
MATTE	RECTANGLE	.875 x 7.125	0.16	20
		1 x 2.625	0.06	60
		1 x 3	0.11	30
		1.5 x 3	0.11	30
		2 x 3.5	0.14	24
		2.5 x 3.5	0.20	16
		3x4	0.27	12
SQUARE		2 x 2	0.08	40
		2.5 x 2.5	0.14	24
		2.75 x 2.75	0.18	18
VINYL		1 x 2.625	0.06	30
		1.75'' Round	0.07	48

\*Note: Due to the nature of the kiss cut sticker stock, each item size requires a minimum quantity and multiples based on how many stickers print per sheet.



# Additional Fulfillment Products

An additional \$1.10 setup fee will be added into the overall price of each item - this covers pre-press time and packaging.

How to calculate final costs: (Quantity x Per Piece Price) + \$1.10 = Total Cost of Item

## Crack and Peel Matte & Vinyl Stickers

Crack and Peel Stickers can be cut down to any requested size that is rectangular or square.

We currently offer matte and vinyl stock for custom crack and peel sizes.

	ITEM SIZE	Per Item	Sold in Sets
MATTE	1.25 x 7	0.35	12
	1.5 x 5	0.28	15
	2 x 4	0.21	20
	2 x 8	0.42	10
	2.25 x 2.25	0.18	40
	2.5 x 2.5	0.18	24
	2.5 x 3	0.24	18
	3 x 3	0.28	15
	3 x 3.5	0.28	15
	3.5 x 5	0.45	8
	4 x 5	0.45	8
VINYL	2 x 8	0.42	10
	2.5 x 2.5	0.18	24

# Additional Fulfillment Products

An additional \$1.10 setup fee will be added into the overall price of each item - this covers pre-press time and packaging.

How to calculate final costs: (Quantity x Per Piece Price) + \$1.10 = Total Cost of Item

COASTERS	ITEM SIZE	110lb Felt	240lb Eggshell	Sold in Sets
	3.75 x 3.75	0.21	.33	12
	4 x 4	0.23	.41	8

Coasters are available on four papers: 110 Bright White Felt, 110 Warm White Felt, 240 Eggshell White and 240 Eggshell Ultra White stock. Coasters are square with rounded corners (radius 3/8) - included in the calculated price. Coasters must be ordered in sets/multiples bases on how many print per sheet.

NOTEPADS	ITEM SIZE	50 Sheets	100 Sheets
	3.625 x 8.5	3.75	6.25
	4.25 x 5.5	3.75	6.25
	5.5 x 5.5	3.75	6.25
	4.25 x 6.25	5.00	8.75
	5 x 7	5.00	8.75
	5.5 x 8.5	5.00	8.75
	8.5 x 11	8.75	N/A
	11 x 17	16.25	N/A


LAMINATED PRODUCTS	ITEM SIZE	Per Item
	2 x 3.5 Bag Tag	1.89
	2.5 X 3.5 Bag Tag	1.89
	2.75 x 2.75 Bag Tag	1.89
	2 x 8 Bookmark	(without ribbon) 1.89
	2 x 8 Bookmark	(with ribbon*) 1.99
	11 x 17 Placemat	3.90

Choose from 16 Ribbon Colors: Hot Pink, Bubblegum, Light Purple Cobalt, Sky, Tangerine, Limeade, Chartreuse, Peacock, Sunshine, Turquoise, Navy, Red, Chocolate, Espresso, Black, and White.

# Additional Fulfillment Products

An additional \$1.10 setup fee will be added into the overall price of each item - this covers pre-press time and packaging.

How to calculate final costs: (Quantity x Per Piece Price) + \$1.10 = Total Cost of Item

STANDARD ENVELOPE LINERS	ITEM SIZE	70lb Bright White	80lb White Eggshell
			4.75 x 4.875 (Fits 4 BAR)
	5 x 6.125 (Fits A2)	0.08	0.10
	6.625 x 7.125 (Fits A7)	0.15	0.20
	5.875 x 7.625 (Fits 6.5" Square)	0.15	0.20
	4.875 x 6.375 (Fits 5.5" Square)	0.08	0.10
	5.875 x 6.375 (Fits A6)	0.15	0.20
	7.25 x 8.3125 (Fits A9)	0.15	0.20

EURO FLAP ENVELOPE LINERS	ITEM SIZE	70lb Bright White				
		10	25	50	75	225
	Fits 4 BAR / A1	0.71	0.32	0.30	0.29	0.28
	Fits A2	0.71	0.32	0.30	0.29	0.28
	Fits A6	0.76	0.37	0.35	0.34	0.33
	Fits A7	0.76	0.37	0.35	0.34	0.33
	Fits A7.5 (Outer)	0.76	0.37	0.35	0.34	0.33
	Fits A9	0.76	0.37	0.35	0.34	0.33
	ITEM SIZE	80lb White Eggshell				
		10	25	50	75	225
	Fits 4 BAR / A1	0.74	0.36	0.34	0.33	0.32
	Fits A2	0.74	0.36	0.34	0.33	0.32
	Fits A6	0.81	0.42	0.40	0.39	0.38
	Fits A7	0.81	0.42	0.40	0.39	0.38
	Fits A7.5 (Outer)	0.81	0.42	0.40	0.39	0.38
	Fits A9	0.81	0.42	0.40	0.39	0.38

ENVELOPE LINER ASSEMBLY 0.25 Per

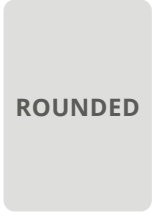

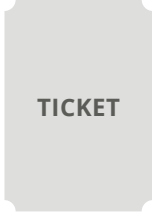


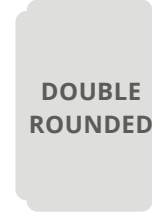




# Additional Fulfillment Products

An additional \$1.10 setup fee will be added into the overall price of each item - this covers pre-press time and packaging.

How to calculate final costs: (Quantity x Per Piece Price) + \$1.10 = Total Cost of Item

BELLY BANDS	ITEM SIZE	70lb Bright White 80lb White Eggshell	
	1.5 x 12	0.14	0.16
	1.5 x 16	0.14	0.16

Belly Band products can be printed on 70lb Bright White or 80lb White Text paper. Text weight cannot be scored.

DIE-CUT CARDS		< 25 Cards	> 25 Cards			
	Die-Cut Pricing	\$5.00 flat fee	\$0.18 / per piece			
	<i>Die-Cut Pricing does not include the price of the card - Prices reflect die-cut upgrade option only.</i>					
Available Sizes	4.25 x 5.5 • 5 x 7 • 5.5 x 8.5 • 5.625 x 7.75					
	 ROUNDED	 SCALLOP	 TICKET	 BRACKET	 ANTIQUE	 DOUBLE ROUNDED
	 3.5" CIRCLE	 4" CIRCLE	 5.25" CIRCLE	 8" CIRCLE		

ART PRINTS	ITEM SIZE	4   0	4   1	4   4
	4 x 6	0.33	0.35	0.36
	6 x 8	0.86	0.89	0.92
	8 x 10	0.66	0.69	0.72
	8.5 x 11	0.66	0.69	0.72
	11 x 14	1.72	1.78	1.84

Art Print prices reflect our 110 Smooth Ultra White paper. Upgrades available in all paper options.

# Additional Fulfillment Products

An additional \$1.10 setup fee will be added into the overall price of each item - this covers pre-press time and packaging.

How to calculate final costs: (Quantity x Per Piece Price) + \$1.10 = Total Cost of Item

GIFT TAGS	ITEM SIZE	Per Item	Sold in Sets
	2.375 x 4.75	0.24	12
	2 x 3.5	0.16	24

*Gift tags come with angled corners, drilled & loose string included. Prices based on 110 Smooth Ultra White paper.*

MAGNETS	ITEM SIZE	4   0
	2 x 3.5	0.23
	3.5 x 5 (4BAR ENV)	0.47
	4 x 5.5 (A2 ENV)	0.52
	4.25 x 5.5 (A2 ENV)	0.70
	4.5 x 6.25 (A6 ENV)	1.04
	5 x 7 (A7 ENV)	1.04
	11 x 17	4.15