



CREATE AN UNFORGETTABLE BEGINNING TO THE REST OF YOUR LIFE

# TERMS AND PROCEDURES

As of March 14, 2008

## **SERVICE AVAILABILITY**

Availability of print and design services (excluding monogram services) are limited and submission of a request does not guarantee service. Once a price quote has been accepted by the client, the client will be notified regarding availability of service. If available, a Paypal invoice will be sent.

## **PAYMENTS**

Payments are made via Paypal or money order. Once an order has been placed or a price quote has been accepted, it is the responsibility of the client to pay the total amount due for that order. Payments are expected within 10 days. If payment is not received within 10 days, all orders or requests will be cancelled and the price quoted at the time of submission will no longer be valid.

For other forms of payment, please contact us.

## **COLORS**

Colors may look differently in each computer monitor. Please note that different types of printers may have different color outputs, so slight variations in color may occur. Our printer uses CMYK color mode.

## **IMAGES**

To insure quality prints, we do not accept images with resolutions lower than 300dpi. Aylee Designs is not responsible for low or poor quality prints if images provided don't have a resolution of 300dpi or higher. By sending or submitting images to Aylee Designs, the client assumes and guarantees ownership to the images and grants Aylee Designs the right and license to use, reproduce, modify, adapt, publish, translate, distribute, communicate to the public, perform and display (in whole or in part) the images to the extent necessary to provide services to the client.

## **PRINT PROJECTS**

### Pricing and Availability

After a request is submitted, a Project Cost Sheet containing itemized price quote will be sent to the client. The price quote will be valid for 30 days. If acceptance of the price quote is not received within 30 days, a new price quote will be generated. The new price quote may or may not be the same as the original price quote.

If and when the price quote is accepted by the client, client will be notified regarding availability of service. If available, a Paypal invoice for a non-refundable deposit will be sent.

### Deposit

The non-refundable deposit of \$50 or 40% of the total cost of the project, whichever is greater, is required before work on any print projects will begin. If the total cost of the project is less than \$50, the deposit is the total cost of the project.

### Design

Once deposit is received, the design process starts three to four weeks before the delivery date entered in the order. The client will be notified as soon as the first design draft is available. It is the responsibility of the client to proofread and verify the accuracy of the information. Aylee Designs and its designers do not proofread any information.



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Revisions are accepted within 10 days of the last draft. Any revisions requested thereafter will incur a late fee. We take pride in working hard to the satisfaction of our clients. If and when we feel we have exhausted all our resources and the client is still not satisfied with a design, the client may cancel the request and is released from the responsibility of paying the remaining balance. However, the deposit is non-refundable and will serve as compensation for time spent on the design process.

#### Printing

Printing starts upon verification and approval of a design. No revisions or cancellations will be accepted at this point. Aylee Designs and its designers will not be responsible for any errors after verification and approval of a design.

#### Delivery

Once the project is completed, the client will receive a Paypal invoice for the remaining balance including a photo of the completed project. Order is sent via USPS or UPS with tracking upon receipt of payment. Delivery may take 3 to 7 business days.

### **DESIGN PROJECTS**

#### Pricing and Availability

After a request is submitted, the client will receive an email to discuss the details of the design. The client's requests will be evaluated to determine the price of the design and a Project Cost Sheet containing itemized price quote will be sent to the client. Business-related and other designs that require extended licensing may incur additional licensing fees.

The price quote will be valid for 30 days. If acceptance of the price quote is not received within 30 days, a new price quote will be generated. The new price quote may or may not be the same as the original price quote. If and when the price quote is accepted by the client, client will be notified regarding availability of service. If available, a Paypal invoice for the total cost will be sent.

#### Design

Once payment is received, The design process starts two to three weeks before the delivery date entered in the order. The client will be notified as soon as the first design draft is available. It is the responsibility of the client to proofread and verify the accuracy of the information.

Revisions are accepted within 10 days of the last draft. Any revisions requested thereafter will incur a late fee.

Design formats available are jpg, png, pdf, and eps. If more than one format is needed, additional fees apply.

We take pride in working hard to the satisfaction of our clients. If and when we feel we have exhausted all our resources and the client is still not satisfied with the design, the client may cancel the request and will be issued a refund of the design cost minus a 50% cancellation fee. This cancellation fee will serve as compensation for time spent on the design process.

**IMPORTANT:** If a separate vendor (i.e. printer) will be using the product on the client's behalf, it is recommended for the client to obtain the graphic/image requirements of the vendor before the client submits a request.

#### Delivery

Once a design / layout is verified and approved by the client, the full resolution of the design in the format selected will be sent by email. Any revisions or requests after delivery will be considered a new design request.

### **PRE-DESIGNED MONOGRAMS**

#### Pricing

Pre-designed monograms are ordered in quantities of two (2). Free monograms may be available with purchase. Please see our Monograms section for more information. A Paypal invoice for the total cost will be sent.



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### Design

Work on monograms begin upon receipt of payment. Not all information (i.e. names, initials) will work with each monogram style and layout. Although every effort will be made to create a monogram closely similar to the chosen style, components (i.e. font, text size, positioning) may be modified to suit the layout at the designer's discretion. But the layout strictly remains as is. The bride's name comes first in all monogram designs, unless otherwise noted under Comments / Additional Instructions by the client in the request form.

Orders for pre-designed monograms include revisions in color and/or size. Any other revisions will incur a design/revision fee. Revisions are accepted within 10 days of the last draft. Any revisions requested thereafter will incur a late fee.

Monogram formats available are jpg, png, pdf, and eps. Vector formats (i.e. eps) are available for an additional fee. If more than one format is ordered, additional fees will apply.

**IMPORTANT:** If a separate vendor (i.e. printer) will be using the product on the client's behalf, it is recommended for the client to obtain the graphic/image requirements of the vendor before the client submits a request.

### Delivery

The client must inform us by email if no additional revisions are needed and the full resolution monogram will be sent in the format requested. If no response is received in 10 days of the last draft, the full resolution monogram will be sent. Any revisions thereafter will be considered a new monogram request.

## **CUSTOM MONOGRAMS**

### Pricing

After a request is submitted, the client will receive an email to discuss the design details of the monogram. The client's requests will be evaluated to determine the price of the monogram and a price quote will be sent to the client. The price quote will be valid for 30 days. If acceptance of the price quote is not received within 30 days, a new price quote will be generated. The new price quote may or may not be the same as the original price quote. If and when the price quote is accepted by the client, a Paypal invoice will be sent.

### Design

The design process starts upon receipt of payment. Three samples of the discussed design will be created. Revisions are accepted within 10 days of the last draft. Any revisions requested thereafter will incur a late fee. Monogram formats available are jpg, pdf, and png. Vector formats are available for an additional fee. If more than one format is needed, additional fees will apply.

We take pride in working hard to the satisfaction of our clients. If and when we feel we have exhausted all our resources and the client is still not satisfied with the design, the client may cancel the request and will be issued a refund of the custom monogram cost minus a 50% cancellation fee. This cancellation fee will serve as compensation for time spent on the design process.

**IMPORTANT:** If a separate vendor (i.e. printer) will be using the product on the client's behalf, it is recommended for the client to obtain the graphic/image requirements of the vendor before the client submits a request.

### Delivery

If no additional revisions are needed, the client must choose one monogram from the 3 samples provided. The client may choose more of the samples for an additional fee. The client may choose more of the samples for \$10 each. The client must email us his/her choice/s and the full resolution monogram/s will be sent to the client in the format requested. Any revisions thereafter will be considered a new monogram request.

### Timeframe

It takes up to 15 business days for the first set of samples to be created. Changes are not included in this timeframe and may take up to 15 additional business days to be processed.



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### **FREE MONOGRAMS**

Free monograms are limited to one (1) per person/couple. Monograms in our Monogram Design Collection that are highlighted in green are not available for free. All free monograms come in jpg format only. Not all information (i.e. names, initials) will work with each monogram style or layout. Although every effort will be made to create a monogram closely similar to the chosen style, components (i.e. font, text size, positioning) may be modified to suit the layout at the designer's discretion. But the layout strictly remains as is. Free monograms include one (1) revision in color and/or size. Any other revisions will incur a design/revision fee. Revisions are accepted within 10 days of the first draft. Any revisions requested thereafter will incur a late fee.

### **OWNERSHIP AND TERMS OF USE**

Clients are granted perpetual, non-exclusive, non-transferable license to use the product for the permitted uses defined below. Activities not included in the permitted uses are not allowed. Unless ownership is granted to the client, all other rights in and to the product, including but not limited to, all copyright and other intellectual property rights relating to the products, are retained by Aylee Designs; and the client may not use the product in products for resale, license, or other distribution.

Only the client is allowed to use the product, although the client may transfer files containing the product to printers, ISP, or other vendors for the purpose of reproduction of permitted uses on behalf of the client.

#### Permitted Uses

- prints (i.e. invitations) and other reproductions for personal use only
- online or electronic publications including web pages of personal nature
- entertainment applications, such as newsletters, videos, slideshows, broadcasts

#### Ownership

Ownership of final product that is business-related are granted to clients. However, Aylee Designs retains the rights to all materials, contents, artwork generated during the design process leading up to the final product; and final products that are not selected by the client. Ownership of other products can be obtained at a cost. Please contact us for details.

### **RUSH SERVICE**

Rush orders are only available with Monogram Requests and usually take 1 to 3 business days. Rush orders only apply to the initial work. Change requests may still take up to 10 business days to process.

### **RETURN / REFUND POLICY**

Since services we provide include personalization, we cannot accept any returns and cannot issue any refunds under any circumstances.

### **PRIVACY POLICY**

Contact info will never be shared nor sold. We reserve the right to publish photos of the projects we've done. Sensitive information such as email, last name, address and phone number will be censored. Additional privacy measures may be requested by contacting us.

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