

## Events by Design POLICIES & PROCEDURES updated October 2013

### Printing and Color:

The customer understands that with digital proofing and printing, slight color variations may result. The designer makes every effort to ensure the closest color match possible and works with a calibrated monitor in CMYK and/or RGB color, depending on the project. Because the customer's monitor may show color differently, the customer may want to print a sample page of proof before giving final approval. In addition, one printed sample may be sent for final approval. Colors often print lighter or darker than viewed on screen. Once final approval has been received and design has been sent to print, color changes can not be made and the designer is released from responsibility for problems caused by color variance.

### Proofing:

When reviewing your final proof, you will be asked to agree via email or through an approval form, that the project is ready to print. By responding to this email and/or stating or checking that the design is "ok to print", you release Events by Design from responsibility for typographical errors and color variance. We do not take responsibility for proofreading. Occasionally we may find spelling mistakes and make suggestions for correcting grammatical errors, but this is not our end responsibility. What you see on the final proof that you approve is what goes to print. However, if a mistake is made on our end and spelling differs from the final proof that you approved we will happily correct the error.

As with any custom or handmade product, variations may occur. These include but are not limited to variance in color, paper dimensions, embellishments, and ink. Every effort is made to maintain consistency between displayed and proofed design and the end product, but this is affected by many factors beyond our control.

### Assembly:

ASSEMBLY IS NOT GUARANTEED. Assembly is offered in addition to your invitation order. Some designs may require minor assembly when an embellishment is part of the design and it will be built into the price. EBD makes every effort to use the best and appropriate adhesive and mounting tools for the paper being used. Every paper is different and variances may occur from the paper mills, this is out of our control. We use a double mounting method of mounting tape and a paper glue (when appropriate). Shifting may occur when using Glue Dots and mounting tape, separation may occur when using Paper Glue alone. In the event that the invitations separate and are unable to be pressed back together, EBD has a solution in place in this unlikely event.

### Privacy:

We do not sell or share our customers' information with other services or vendors beyond what is necessary for billing and shipping.

### Cancellation/Returns:

**Due to the custom nature of our business, returns are not accepted. As indicated in the proof section above, final proofing is the responsibility of the customer. However, if an error has occurred on the part of Events by Design we will gladly correct the problem.** If for any reason you should need to cancel your order before approval of your custom design, a cancellation fee of up to 20% may be imposed. If you should cancel after giving final approval, an additional 20% per week cancellation fee will be imposed, plus the cost of any materials that cannot be returned. Deposits are non-refundable.

### Copyright:

All designs and proofs are the property of Events by Design and reprinting, duplicating, displaying or distributing without our written permission is strictly prohibited. You may display pictures of your designed invitation as long as credit is noted to Events by Design (facebook, twitter, blogs, the knot, etc.)

The customer further understands that all products, designs, and custom design are the property of Events by Design and may be used by us at any time in promotional materials, as samples, publication, on our website and/or blog, for further reproduction or other purposes.

Failure to acknowledge the Policies & Procedures set by Events by Design will result in unfinished product and affect production until an agreement can be reached.