

DEVONSHIRE PAPER COMPANY
DEALER GUIDELINES

- Contact Info.** Phone Number: (214) 920-9041, (866) 920-9041 Fax Number: (214) 920-9042
Email: Orders@devonshirepapercompany.com 1137 Conveyor, Suite 105 Dallas, Texas 75247
- Hours:** Office hours are 8:00 a.m. to 3:00 p.m. Central Time – Monday through Friday.
- Order Forms:** Please fax orders using a Devonshire Paper Company order form. Any errors arising from phone orders, or use of a store order form, will be at the customer's expense. For email orders, please check the order form and include all required information.
- Multiple Items:** Use a separate order form for each item. Please fill in all requested information on all forms.
- Copy:** Type or print text clearly and underline all letters that are to be capitalized. Layout copy exactly as you would like it printed. We will print exactly what is printed on the order form. Please note any accents or unusual spellings. Do not use abbreviations, quotations or other marks unless you want them to appear on the order. Indicate variations in point size – words or lines to be enlarged, printed bold or as footnotes.
- Proofs:** Proofs are available upon request for an additional charge of \$5.00 for one (1) \$10.00 for two or more (2+). Approval of proofs must be received via e-mail. **For quantities of 100 or more, a proof is required and one (1) will be provided at no cost.** An additional charge of \$10.00 is applied to all faxed proofs. Faxed proofs are not available on digital orders.
- Cancellation:** Prior to printing, a \$25 cancellation fee will be charged. Once an order has been printed, the customer/dealer is responsible for the order.
- Errors:** When Devonshire Paper Company is at fault, all corrections will be processed at no extra charge to the customer and will be shipped the same or next day. Devonshire Paper Company must be notified of errors within 5 working days of receipt of order.
- Envelopes:** There will be a \$5 charge plus shipping for pre-shipped envelopes.
- Shipping:** All orders are shipped to the dealer via UPS Ground unless otherwise noted. Orders may also be drop-shipped directly to a customer for an additional charge of \$5. Devonshire Paper Company is not responsible for late deliveries due to circumstances not in Devonshire Paper Company's direct control.
- Delivery:** Orders will normally be shipped within 5 working days from receipt of order or approval. Orders received during the Holiday Season (Oct 1 – December) will typically be shipped within 10 working days.
- Rush Orders:** Rush orders received by 12 noon Central Time will be shipped the following day via UPS Ground, unless otherwise noted. There is a \$25 charge for this service. During the Holiday Season (Oct 1 – December), this charge will increase to \$45. Assembled cards require an extra day.
- No. of Lines:** 8 lines of text are included in the price of invitations and photo cards. One line of text is included in the price of note cards. Additional lines may be added at the price of \$0.10 per line, per card.
- Ink:** Colored ink is available at a net charge of \$10 per order. Colored ink is not available on vellum orders.
- Ink Colors:** Black (standard), Blue, Brown, Red and White (only available on digital orders.)