

CUSTOM DESIGN SERVICE POLICIES

For any questions regarding the policies please contact printshop.mia@gmail.com

CONSULTATIONS

Video consultations are offered to guide and advise clients on the best design choices for print. We'll set up an initial consultation to get to know each other, answer any questions, and discuss all of your paper wishes. I will work with you to create a tailored stationery package that includes a variety of high-quality options just for you while also keeping it within your budget!

CUSTOM QUOTES

Quotes are valid for 60 days. Please note that prices for goods and services can fluctuate due to various economic factors, such as market changes or inflation. As a result, the cost of providing a product or service may change over time. If you need a quote beyond the 60-day period, we'll be happy to provide an updated estimate.

PAYMENT

After the initial discussion and understanding of the client's requirements, Mia's Print Shop will provide a quote outlining the scope of the project, services to be provided, and associated costs.

If the client chooses to proceed, a non-refundable non-negotiable security retainer is required to book. The retainer is a percentage of the total project cost. The exact amount varies based on the nature and scope of the project.

The remaining payment will be required upon approval of digital proofs before being sent to print. Prints will not be released without the total cost of project received.

DESIGN TIMELINE

Mia's Print Shop takes great pride in delivering unique and tailored designs that not only meet but exceed your expectations. To achieve this level of excellence, it's crucial for us to allocate the necessary time and attention to every detail during the design phase.

While this approach may extend the overall project timeline slightly, please rest assured that it is a deliberate choice aimed at delivering the highest quality custom design for your unique needs. I appreciate your understanding and patience and am confident that the end result will be well worth the wait.

Please be aware of your project timeline to ensure custom designs can be done effectively.

TURNAROUND TIME

Initial Digital Proof: Within 3-4 days from day retainer is paid. *Custom designs involve a thoughtful and meticulous approach, where we carefully consider your specific requirements and desired outcomes. Rushing through this process could compromise the quality and uniqueness of the final product. Please allow a longer turnaround time for the initial proof to allocate the time necessary for this process.*

Revisions: Each item comes with 5 rounds of complimentary edits. Each updated proof will take 1 day to receive an updated digital proof. Additional proofs at \$5 each.

Approval: Your order will be sent to print and shipped out within 3-4 business days of approval with FREE shipping!

Rush proofing and printing options are both available if needed. Price depends on size of your order for production.

- Please allow 1-2 possible extra business days during the holiday season.
- Large quantities, enhancements, and other special request orders will take longer in print and production. Please reach out prior to discussing the timeline of these projects.

ADDITIONAL DESIGN VERSIONS

If a design is in the process and the client decides to go a different design route, payment will be required accordingly. Custom work is tailored to meet the specific requirements and preferences and desires of each client, ensuring a personalized and high-quality result.

Each design project is a distinct endeavor, involving a unique set of creative processes, time, and resources. When a client requests an additional design or wishes to explore a different concept, it is considered a separate project from the initial design work. As such, a new agreement and payment arrangement would be required for any additional design requests.

REFUNDS + EVENT REBOOKING

Due to the digital nature of the design process, the issuance of a digital proof constitutes the delivery of a final product. Once a proof has been sent, the work is considered complete. Consequently, all costs associated with the design process remain due in full, regardless of whether the client chooses not to use the design, or if the event is subsequently canceled.

If an event is canceled or rescheduled for a date more than six months from the original project date the original retainer is forfeited and dismissed to cover the loss of the original booking slot and work performed to date and the project will be treated as an entirely separate engagement. A rebooking fee and a new contract will be required to move forward with a new date.

Because labor and resources are committed immediately upon booking, there are absolutely no refunds or cancellations permitted once the design process has commenced. No exceptions.

GENERAL ORDER + PROJECT POLICIES

For any questions regarding these policies please contact printshop.mia@gmail.com

ORDERING

TEMPLATE DESIGNS

A quick and cost-effective solution for customers who may not need fully customized options. Select your options, submit your details, and easily order directly through the online shop. Pricing is listed within all products to easily calculate pricing based on the quantity that you would need.

CUSTOM DESIGN SERVICE

For clients seeking a completely unique and tailored solution, Mia's Print Shop may offer fully custom design services. The cost of a custom design service is calculated based on various factors, and the process typically involves considering the complexity of the design, time and effort required, and the expertise of the designer.

Pricing varies per project.

Please contact printshop.mia@gmail.com for this service.

ORDER MINIMUMS

Products in Mia's Print Shop are conveniently priced out by quantities of 10. However, there is no minimum order requirement or quantity requirement. If you need a single print or a different quantity, please contact for pricing.

TURNAROUND TIME

TEMPLATE DESIGNS

Initial Digital Proof: Within 1 day from purchase

Revisions: Each order comes with 3 rounds of complimentary text edits. Each updated proof will take 1 day to receive an updated digital proof. Additional rounds \$5 each.

Approval: Your order will be sent to print and shipped out within 3-4 business days of approval with FREE shipping!

CUSTOM DESIGNS

Initial Digital Proof: Within 3-4 days from day deposit is paid.

Custom designs involve a thoughtful and meticulous approach, where we carefully consider your specific requirements and desired outcomes. Rushing through this process could compromise the quality and uniqueness of the final product. Please allow a longer turnaround time for the initial proof to allocate the time necessary for this process.

Revisions: Each order comes with 5 rounds of complimentary edits. Each updated proof will take 1 day to receive an updated digital proof. Additional proofs at \$5 each.

Approval: Your order will be sent to print and shipped out within 3-4 business days of approval with FREE shipping!

Rush proofing and printing options are both available if needed.
Price depends on size of your order for production.

• Please allow 1-2 possible extra business days during the holiday season.

• Large quantities, enhancements, and other special request orders will take longer in print and production. Please reach out prior to discussing the timeline of these projects.

• Missing information or lack of communication will result in order delays and is up to the customer to provide this. We are not responsible for orders being delayed, late, or not on time due to lack of communication, missing information, or any other insufficient issue that affects your project timeline.

Ships from upstate New York. Delivery times are based on when the orders are shipped out. This does not include production time.

DOMESTIC SHIPPING (USA)

Standard Shipping: 2-5 Business Days

FREE STANDARD SHIPPING ON ALL ORDERS!

Does not include holidays or weekends (delays may occur)

Priority Shipping: 2-3 Business Days

Does not include holidays or weekends (delays may occur)

2 Day Shipping: Guaranteed 2 Business Days

Does not include holidays or weekends

Next Day Shipping: Guaranteed in 1 Business Day

Saturday deliveries may be added for an additional fee.

INTERNATIONAL SHIPPING (USA)

Standard Shipping: 10-28 Business Days

Delays up to 8 weeks may occur due to customs. Please give yourself up to an 8-week delivery window. We are not responsible for delays due to customs.)

International Priority: 1-15 Business Days

Does not include holidays or weekends (delays may occur)

International Express: Guaranteed 1-2 Business Days

Taxes, duties, and other fees charged by customs are the responsibility of the buyer. Please consult your local government for more information.

- Items are shipped to the address provided at checkout.*
- MPS is not responsible for orders that are shipped to the wrong address due to inaccurately provided information.*
- MPS is not responsible for delays that may occur due to shipping or weather delays.*
- MPS is not responsible for international orders that are delayed due to customs or any additional reason.*
- Please understand there may be delays in shipping during holiday time.*

GENERAL ORDER + PROJECT POLICIES

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REFUND + CANCELLATIONS

SAMPLES

NO refunds are allowed for samples, no exceptions.

ALL OTHER ORDERS

If you need to cancel your order you must do so within 24 hours from the time when the original order was placed for a full refund.

After digital proofs have been sent for approval (but not sent to print), you may cancel your order for a partial refund.
Refund amount takes any custom design work into consideration.

Once your proofs have been approved and sent to print, cancellations and refunds are no longer accepted. No exceptions.

DIGITAL ITEMS + CUSTOM DIGITAL DESIGN

Due to the digital nature, after a digital proof is sent you have already received a final product and the work has been done, regardless if you proceed to use the design or not. Absolutely NO refunds or cancellations are allowed, no exceptions.

DAMAGED / DELAYED / LOST PACKAGES

All orders go through an extensive 3 part quality control process. Photo documentation is made before any physical order ships. If your order arrives damaged, a photo must be provided for proof. I am not responsible for any damages, delays, or lost packages on behalf of shipping carriers.

Since all orders are shipped out as they were ordered, a case will need to be made with the appropriate carrier by the buyer.

I do NOT issue any returns or refunds, no exceptions, but I will accommodate to help fix the order as best as possible. If there is an issue I will work with you to remedy this.

It is your responsibility to ensure you are working on an efficient timeline and not waiting last minute to allow any room for the rare occasion of any unforeseen possible issues that may arise.

ENVELOPE PRINTING

All invitations and announcement orders come with FREE envelopes with FREE return AND recipient addressing.

SETTING UP YOUR ADDRESS LIST

You will fill out a Excel, Google Sheets, or Numbers file with separate columns for:
Recipients, Address, City, State, ZIP, and Country (if applicable)

Don't forget to provide the preferred return name + address for the back flap of your envelopes.

If you prefer your envelope to be left blank with no addressing this can be done. Just be sure to state in the personalization field when you place your order.

You do not need your address list ready at the time of purchase, however, it is recommended to make the proofing process move quicker to have this prepared.

EXTRA ENVELOPES

If you don't have addresses for all of your envelopes, the remaining envelopes will be left black for you to fill in at a later time.

» Ex. If you order 100 but only have 80 addresses, the remaining 20 will just have the return address and artwork printed.

ADDITIONAL FINE PRINT

COLOR MATCHING

Colors vary and may appear different in person than on screen. Colors also may vary based on home printers vs. professional printers. All prints are printed on professional digital printers. I am not responsible for any orders that do not match the colors you were expecting due to what you see on your screen.

COPYRIGHT AND USAGE

Mia's Print Shop fully owns all designs created. All files are for your personal use only, and any selling or redistributing of these files is strictly prohibited. Legal action will be taken if necessary.