

## FAQ

### FAQ's

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What process and materials do you use to create the Custom Designs in the Keepsake Gifts Section?

Kind Living Designs uses a special printable fabric that has a cotton canvas finish. The fabric has a special heatseal backing which allows us to adhere it to our products.

Can I wash my custom keepsake? (Apron, Totebag, CD Case, Binders, Journals, Pencil Cases, Bible Covers, etc)

Our custom designed keepsakes should be spot-cleaned only, not saturated. They are then treated with a water/stain repellent. Aprons and Totebags may be hand-washed, and then lay flat to dry. Please keep in mind that over time, the design may fade.

How long will it take to receive my order from Kind Living Designs?

Non-Personalized Items are typically shipped within one business day after the order has been processed (processing time can take up to 2 days after your order has been placed.)

Personalized Favors, Keepsake Gifts and Stationery Goods are typically shipped within 2 to 3 days after the order has been processed. (Please see below for Bow Head/Bow & Eros Favor Cards)

Bow Head and Bow & Eros Gift Cards &ndash; Each order is printed and customized to your exact request. For large party favor or retail orders, we typically ship orders out within a week of receiving your order. Again, please note that we do our best to keep a large stock of ribbon in inventory; however, ribbon styles are based on the manufacturer's availability.

As long as you provide us with your email address, we will email you when we have shipped out your package.

What kind of paper is used for your stationery?

100% Recycled!! Only the cleanest, highest quality postconsumer waste fibers are used in our paper. However, an occasional, minute particle may be visible which will not affect the paper's performance. Our recycled paper contains at least 30% postconsumer waste recycled fiber, are certified by Green Seal, and meet the EPA guidelines for recycled papers.

It is made with Green-E certified renewable wind-generated electricity. All virgin fiber content is elemental chlorine free (EFC) and all recycled content is process chlorine free (PCP).

I would like to order my return address to be printed on my envelopes. How do you print them and what is the charge?

Return addresses are printed on the flap of the envelope in black ink. There is an additional cost of \$2.00 per pack to include your return address on the envelopes.

Will I receive a proof of my stationery/party favor order?

Typically we do not supply a proof of an order, unless it is an Invitation, Announcement, Mini-Wrap or Bow Head/Bow & Eros Birthday Favor Card.

You will receive an electronic proof of the above items before your order is processed. This allows us to make sure that everything is to your liking. You can always change fonts, colors and personalization after you see the proof.

Email proofs are available for any stationery item. If you wish to receive a proof, please check the let us know by checking the box during the checkout process. Please be aware that there is a \$2.00 proof charge for all orders other than those items listed above.

It is our experience that most errors occur when the incorrect information is given. Please check and confirm your personalization details during the checkout process. Your order will be typeset as you enter your information - please do not use all caps to input your information! If you have a special request for placement, please note this when submitting your information. Generally, I use fonts that fit the character of the cards. If you have a particular look in mind, again, please not this information. We will contact you if we have any questions or need further information.

Is there a fee to change the wording on Invitations?

Not at all &ndash; wording on invitations is completely customized for your event. If the wording supplied doesn&rsquo;t suit the engagement, simply provide us with your own wording. Let us know we need to contact you for further information in our special instructions box and we&rsquo;ll give you a call!

What are your hours of operation?

Kind Living Designs business hours are Monday &ndash; Friday, 10 am &ndash; 4 pm, EST. Please keep in mind that we are a grassroots business right now &ndash; we will get back to you as soon as we possibly can. Sometimes it may take us till the next day to contact you. We&rsquo;re growing!

Can I place a phone order?

Yes. Please contact us at 610.223.0304 to place your order during our hours of operation.

What payments do you accept?

Kind Living Designs gladly accepts all major credit cards: Visa, Mastercard, Discover and American Express.

Do you offer discounts?

Kind Living Designs offers promotional discounts throughout the year. Please join our email mailing list to receive these offers as well as, our soon-to-be online newsletter, Kind Thoughts.

How much are your shipping fees?

We ship all our orders via USPS. Our calculator is built into our ordering process and will automatically calculate the shipping rates based on your order (using weight and destination).

Do you ship outside of the United States?

At this time Kind Living Designs only accepts orders within the United States.

What is your return and cancellation policy?

Please visit our Customer Service page for specific details.

I need my order right away! Can I place a RUSH order?

We want to help you! Simply contact us at [customerservice@kindlivingdesigns.com](mailto:customerservice@kindlivingdesigns.com) or call us at 610.223.00304 to discuss product availability and shipping transit time.

I love your stuff, but have my own idea for a design. Can you create it for me?

We will gladly help you bring your design to life &ndash; after all it is your life that makes our products considerate art for any occasion! Simply email us at [customorders@kindlivingdesigns.com](mailto:customorders@kindlivingdesigns.com) or call us at 610.223.0304 to discuss your design and or product needs. The cost of the custom work will depend largely on the scope of the project.

I live within pickup distance of Kind Living Designs. Can I place my order on-line and still pick-up locally?

Yes! If you would like to pickup your order, simply select &ldquo;In-Store Pickup&rdquo; during the checkout process. You can then email us at [localpickup@kindlivingdesigns.com](mailto:localpickup@kindlivingdesigns.com) or call us at 610.223.0304 to arrange a date & time for pickup.