



# NATURALLY CUSTOM

Naturally Custom is an eco-friendly creative advertising company. We specialize in pinback buttons, stickers, magnets, bottle openers, and vinyl printed apparel made from all-natural resources within our in-house production shop. No Minimums, buy a single button or 5,000 units, quantity is no concern.

Established 2013 in pursuit of fulfilling Rachael's dream to become an entrepreneur and Calvin's dream to reopen a pinback button shop, we gathered whatever funds we could and bought a single 1" button press. Since then we've added 1.25", 1.5" and 2.25" buttons along with vinyl decal stickers and custom printed apparel. Looking to get something different? Chat with us about your idea!

Are you a new client? Please provide the details listed within the following page. New or returning client? Review this document to familiarize yourself with our brand and order process.

## COMMIT THY WORK TO LOVE AND HONOUR

Thank you for considering Naturally Custom for your customized job. Most of your questions can be answered within this document, but if you need more information, please visit our website or contact us with any questions at [Creative@Naturally-Custom.com](mailto:Creative@Naturally-Custom.com)

Email correspondence is preferred so we can reference your artwork, quotes, order details and requests, in writing. We work with many cool folks like yourself and we want to make sure we get everything right to provide quality work and transparent communication.

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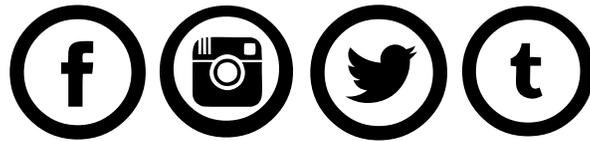
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[etsy.com/shop/NaturallyCustomLLC](https://etsy.com/shop/NaturallyCustomLLC)



# NATURALLY CUSTOM ORDER FORM



Please complete the following form:

<b>Contact Name:</b>			<b>Company or Organization Name:</b>		
<b>Email Address:</b>			<b>Phone Number:</b>		
<b>Shipping Address:</b>			<b>Billing Address: (if different than shipping)</b>		

<b>Product(s):</b>			
<b>Pinback Buttons</b>	See page ## for all product varieties and sizes available. Every job is custom!		
<b>Vinyl Decals</b>			
<b>Accessories</b>			
<b>Apparel</b>			
<b>Other:</b>			
<b>Quantity:</b>		<b># of Designs:</b>	
The total order can be split among multiple designs. Please be specific when you submit your artwork/designs.		For your order, you can submit up X number of designs for every 10 pieces. For example, for an order of 250 pieces you may submit up to 50 designs. Note that more designs will require more design time. More designs per order is subject to pricing variations.	
<b>In-Hand Date:</b>		<b>Artwork Approver:</b>	

## SOCIAL MEDIA QUESTIONNAIRE:

We love to tag customers in social media posts in our #NaturallyEnriching efforts. We predominantly do this on Instagram. Please share your username with us! *If you would prefer we do NOT share photos of your order please let us know!			
<b>Instagram:</b>		<b>Twitter:</b>	

Click the 'Submit Form' button to submit your form via email. This will open your default email application and email the form to [info@naturally-custom.com](mailto:info@naturally-custom.com)  
If you prefer, you are welcome to save this form and send it as an attachment.

# NATURALLY CUSTOM

WWW.NATURALLYCUSTOM.COM  
PO BOX 822 DOVER, NH 03821  
CALL/TEXT: (603)574-4765  
FAX: (800)630-8215  
CREATIVE@NATURALLY-CUSTOM.COM



## ORDER GUIDE

### PRODUCTION NOTES

Production cannot begin until payment is received. We cannot allot our time to orders that are unpaid due to the large volume and high demand of orders in our queue. Once you have submitted your order information and received your invoice, design and production is pending your payment. For orders that require a deposit, design and production is begun the time the deposit is received, full payment is required at completion.

### PRICING

Our goal is to price our products competitively and fairly. We will often price-match to remain competitive, please send a link, screenshot, copy of an estimate, or past invoice for us to review when asking for a price-match.

### PAYMENT

Payment is expected in full for all pinback button, sticker, and accessory orders. Payment is expected in full for all custom apparel orders of \$100 or less. A deposit is required for custom apparel orders over \$100 to begin production. A deposit is also required for creative services.

### ORDER PROCESS

Each custom order flows through the following order process; #1 Order Placement, #2 Design, #3 Production, #4 Shipment, and #5 Share!

1. Order - Orders are placed in one of three channels; Etsy shop, Webstore, or Other (ie. Email, Phone, Etc).  
When an order is placed within Etsy or our Webstore, payment is received upon checkout. Clients may also submit a custom inquiry for any custom job that we offer but may be unlisted in either of our online shops. For any special inquiries we will followup with a link to an invoice for payment, or we will provide an estimate for the client's approval.
2. Design - During the design process we will work with the client to create the vision for the design based on the image(s) provided or from scratch. Our design work is inclusive for most orders. (We do not charge any extra fees for multiple proofs or total design mock-up!)
3. Production - Upon approval of the digital proof your order is added to the print & production queue.
4. Shipment - We ship via USPS for the most economic pricing and we pass that cost-savings onto our clients. We encourage all clients to confirm their shipping address when placing an order to ensure receipt! If there are any issues or delays please contact your local USPS as well as our team.
5. Share photos of your final product in action! We love to see your custom designs in your environment. Share your photos on social media and use the hashtag #NaturallyCustom and we will reshare your photos as a part of our #NaturallyEnriching initiative.

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### DIGITAL PROOFS

Digital proofs are provided for orders which have completed payment and they are typically available within 48 hours. We're not open on weekends and observe major holidays. Your order will be added to the print & production queue once the digital proof has been approved.

### TURNAROUND TIME

Standard production time for print ready orders is 2-3 business days after proof approval. For custom apparel, production time is 7-10 business days after proof approval.

### SHIPPING

All of our orders are shipped with either USPS Priority Mail or First Class from Dover, NH. Expedited and international shipping is available upon request.

### QUALITY DISCLAIMER

Though each order is subject to quality control before shipment, due to the handmade nature of our products, an allowance for "imperfections" is assumed when the order is confirmed. Though the occurrence of imperfections is rare, the room for error can be as high as 10% for some orders. We encourage you to consider this when placing an order if imperfections is a concern. If the level of imperfection is higher than 10% for your order, please provide samples of the errors and confirm the number of units which have been deemed "unsellable". In most cases we will replace the units at no cost or offer a percentage discount on your next order.

### HOW TO SUBMIT YOUR DESIGN

Submitting your design is as simple as emailing your image(s) to us! If you have specific words you'd like on your design just note the content within an email. If you are placing an order through Etsy you may also submit your image(s) through the Etsy chat feature. If you are design savvy, wonderful! Print-ready artwork is always welcomed with joy! Our Prince Roland (our print & cut machine) prints eps format images, all image files are accepted.

