

Event Blossom Frequently Asked Questions

How do I become an Event Blossom dealer?

Register online via our website, www.eventblossom.com.

What's next?

The registration process takes up to 72 hours. After your account is approved, you will be granted access to our products online through your new login and password, sent to you via email. *You may already have this; there is no need to re-register.*

Do you sell to the general public?

No. Event Blossom only sells wholesale to approved Event Blossom distributors.

I have a website, how do I add your product line to our site?

Please see the *Getting Started Selling Event Blossom Online* guide.

I have a brick and mortar store or a home studio, how can I sell Event Blossom products?

Event Blossom products are perfect to sell in your store. You can always stock non-personalized products in your store by ordering them online at our website. For personalized orders, you can order and display our Sample Kits. These are an ideal way for your customers to see the best of our product line in your store. You may also use our catalog to sell the products in your store as well. Product display images are available upon request by emailing customerservice@eventblossom.com.

Personalizing your product:

Can we use our own designs?

Event Blossom's numerous designs may be found under the "design options" tab located on each product page. We may be able to work on custom designs for a line for a fee. Please email us customerservice@eventblossom.com for this option. All images must be submitted to us in final Adobe Illustrator Vector files. We do not do any image editing.

Are we able to change the font style and/or text color on personalized labels?

No. All font styles and colors are pre-set. Very few exceptions will be made for lighter colors. If you are concerned about the text being illegible please

email us at customerservice@eventblossom.com. The character limits shown work best with our designs.

What if we exceed the maximum number of characters?

Text may be smaller than what is shown in our examples or you may be contacted to change the text. Please use the character limits displayed on each product page on our website for reference.

If there are grammatical or spelling errors that we submit when we order, will they be changed?

No. Text will be applied **exactly** how you input it on the website. Our processing department may catch some of these errors, and contact you to confirm, but it is not **guaranteed**. Therefore, it is **IMPORTANT** that you double check your order and **review your confirmation email** very carefully.

Do we have to use every text line available?

No. Simply enter "NO TEXT" in the text line(s) you wish to leave blank.

Can we order personalized labels without any text?

Yes. If your customer does not want any text, simply input "NO TEXT" on both text lines.

Can we cancel personalized orders?

Yes. However, a \$10 cancellation fee may apply if personalized labels have already been processed.

Do you offer proofs of what my personalized item will look like?

No. However, we do offer shipments of "Sample Kits" that allow you to get a closer look at the product before you order. Please view the Sample Kit category on our website to view these options. For further requests email us at customerservice@eventblossom.com. If the order has already shipped, we may not be able to fix the change.

How do I know if an item is out of stock?

There will be a note on the product page stating that the item is out of stock. It will also include an estimated date of when the item will be back in stock. Please note that dates are subject to change. We also email a newsletter weekly in which we include current stock status.

Can we make changes once the order has been placed?

Yes. Simply email or call us after the order has been placed. Include the order # and the necessary changes to be made. However, if your order has already been processed, a reprint fee may apply.

Shipping:

What shipping carrier do you use?

UPS ONLY.

Do you drop ship?

Yes. That's what we do best!

Is there a drop ship or handling fee?

No. You only pay for the price of the product plus shipping.

Is there a minimum order required?

The minimum order varies per item; that information is located on each product page.

What are your payment terms for dealers?

We gladly accept Visa and MasterCard.

Do you accept orders online, email, or telephone?

We only accept orders online through our website.

How do I know when my order has shipped?

You will receive an immediate email from us with the tracking # once orders have been shipped. You may also track your order by logging into your account selecting the "Order Status" tab.

How long will it take to ship my order?

Non-personalized items ship within 1-3 business days. Personalized items ship within 3-5 business days. RUSH orders ship within 1-2 business days. IMPORTANT: This does not include transit time.

Do you ship to PO Boxes?

Unfortunately we do not ship to PO boxes at this time.

Do you ship internationally?

Yes we can! Please be aware that shipping prices on our website do not include duty and/or brokerage fees assessed upon delivery. The receiver will be solely responsible for these charges. If they do not pay these charges, you will be responsible for them.

Do you have flat rate shipping?

No, all shipment costs are based on the weight, dimension, and destination of

the shipment. Our website automatically calculates shipping rates based on UPS rates.

Is there a way to include a shipping rate calculator to our website for our customers?

Many shopping cart modules have a UPS rate function built in. If you do not have this functionality, you may need to contact UPS at 1-800-PICKUPS for help setting this up. They may have a technical document that will help you setup a rate table. All weights for our products as well as other tools for your website are available through our download control panel link on our homepage.

Damaged, Defective, and Missing Items:

What if I receive my shipment damaged/defective/incorrect?

Please contact us immediately via email or over the phone. We can usually send out replacements or offer you a refund. To make this process as easy and quick as possible, be prepared with the following information: order number, the nature of the problem, the exact number of replacements needed, and when they are needed (if applicable).

I received my personalized items, but they were printed incorrectly. How do I fix this?

The majority of the time we are able to accommodate any reprint requests. Our processing department keeps a record of each order; therefore, depending on the nature of the error, we may ask for a scanned copy of the labels you received. Contact us via email or phone to make revisions.

What if I received my personalized item, but realized that I or my customer had made a mistake when inputting the order?

Contact us by email or phone. If you would like them reprinted, there will be a reprint fee plus the cost of shipping.

Do you accept returns?

Non-personalized items may be returned within 90 days of receipt. Please email or call for further information.

Can we return personalized items?

No. As stated on each product page, personalized items are non-refundable. If you have any concerns please email us at customerservice@eventblossom.com.

How do I make changes to or cancel an order?

We can only make changes to/cancel orders that have not yet been processed. Please email or call us to modify order.

When are you open?

We are open Monday through Friday only. Our hours are 9AM-5PM PST, 9AM-4PM PST on Fridays.

If there are any other questions that are not answered in this guide, please kindly email customerservice@eventblossom.com for assistance. We are here to help!