

CUSTOMIZED PRODUCT INSTRUCTIONS

When you order customized products you must provide us with the information you wish to have printed. **Remember, there are no refunds for customized products except when due to our error. Any mistake that you do not correct when you review and approve the proof is not an acceptable reason for a refund.**

Customized sleeves.

If you are customizing a sleeve with six lines of text or less, and no more than two discrete colors, you may include your custom printing details in the "Comments" section when you place your order. You also may send it to us via email or in response to your order confirmation. After we have typeset your text, we will provide you with a proof to review and approve before your order goes to press. **Once you approve the proof, no further changes can be made and the order becomes non-refundable, so it is very important for you to proofread carefully and correct any mistakes.**

If you wish to have more text, two-sided printing, specialized fonts, images, a different paper stock, or any other custom features, please contact us **before you place your order** so that we can provide a quote.

Other Customized Items.

If there are any other customized items you wish to order, including stationery or alternative designs and text on the **ImmiCard** itself, please do not hesitate to contact us. We will be pleased to provide you with a project-specific quote.