



SOMMERSET PAPER HOUSE

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Semi-Custom Terms & Conditions

Effective Date: October 4, 2026

PLEASE READ THESE TERMS CAREFULLY. BY PLACING AN ORDER, CHECKING THE ACKNOWLEDGMENT BOX AT CHECKOUT, OR COMPLETING PAYMENT, YOU AGREE TO BE LEGALLY BOUND BY THESE TERMS. PAYMENT IS DUE IN FULL AT CHECKOUT AND IS NON-REFUNDABLE.

1. ACCEPTANCE OF THESE TERMS

- 1.1 These Semi-Custom Terms and Conditions ("Terms") govern every semi-custom wedding stationery order placed with Sommerset Paper House ("Company," "we," "us") by any client ("Client," "you"), whether placed through our website, by Square invoice, or otherwise. Fully custom orders are governed by Company's separate Terms and Conditions of Sale.
- 1.2 By checking the acknowledgment box at checkout, completing payment, or otherwise placing an Order, Client accepts and agrees to be bound by these Terms, with the same force and effect as if Client had signed them by hand. If you do not agree to these Terms, do not place an Order.
- 1.3 Company's acceptance of an Order and commencement of design work following Client's checkout constitutes Company's acceptance of these Terms for that Order.
- 1.4 Company's records of Client's checkout, including the timestamped acknowledgment of these Terms and payment confirmation through Square, shall constitute conclusive evidence of Client's acceptance.
- 1.5 Company may update these Terms from time to time by posting a revised version on its website. The version of these Terms in effect on the date Client places an Order governs that Order.

2. DEFINITIONS

- 2.1 **"Agreement"** means these Terms together with the Invoice for Client's Order, each as may be amended in writing by the parties.
- 2.2 **"Invoice"** means the itemized invoice or order confirmation issued to Client via Square for an Order, which sets forth Client's name(s), contact details, Wedding Date, Mail Date, the selected Design, and the specific items, quantities, and pricing of the Order.
- 2.3 **"Client"** means the individual(s) named on the Invoice, including, where more than one individual is named, each such individual jointly and severally, and including any wedding planner or coordinator authorized to act on such individual(s)' behalf.
- 2.4 **"Design"** means the pre-designed stationery collection or template offered by Company and selected by Client, as identified on the Invoice.

2.5 “Wedding Date” means the date of Client’s wedding, as set forth on the Invoice.

2.6 “Mail Date” means the date by which Client’s completed Suite must be mailed or delivered, as set forth on the Invoice or otherwise confirmed by Company in writing.

2.7 “Final Approval” means Client’s final written approval, delivered via email or the platform used by Company to share proofs, of the final print-ready proof of the Suite.

2.8 “Suite” or “Order” means the stationery items described on the Invoice.

3. CLIENT AUTHORITY

3.1 Client represents and warrants that Client has full right and authority to enter into this Agreement and, where Client is acting on behalf of a couple or other named individual(s), that Client is authorized to bind such individual(s) to these Terms.

4. SCOPE OF SEMI-CUSTOM SERVICES

4.1 Company shall personalize, produce, and deliver the Suite described on the Invoice, based on the selected Design and the content confirmed by Client.

4.2 Included Customization. Semi-custom Orders include personalization of the selected Design limited to: (a) wording; (b) colors; and (c) minor layout adjustments, such as repositioning or spacing of existing elements to accommodate Client’s wording.

4.3 Not Included. Semi-custom Orders do not include changes to fonts, new or custom artwork or illustrations, monograms or crests not part of the Design, changes to size or shape, changes to printing method, paper stock, or finish beyond the options offered for the Design, or the addition of pieces not offered with the Design. Any such request may be quoted separately as an add-on or may require conversion to a fully custom Order, at Company’s discretion.

4.4 The Invoice is incorporated into this Agreement by reference as though fully set forth herein. In the event of any conflict between these Terms and the Invoice regarding pricing or item quantities, the Invoice shall control.

5. PRINTING METHOD & PAPER

5.1 The printing method(s), paper stock, and finishes for each Order are as specified on the Invoice for the selected Design. Any change requested after checkout may affect price and/or timeline and will be confirmed in writing before proceeding.

5.2 Colors displayed on screens and in digital proofs may vary from printed results due to monitor settings, paper stock, and printing method. Such minor variations are not considered defects.

6. PAYMENT TERMS

6.1 Payment of the total Order amount is due in full at checkout. Company will not begin work on the Order until payment has been received in full.

6.2 Payment is accepted via Square using the payment methods offered therein.

6.3 Any additional fees incurred under these Terms (including fees for additional revisions, add-ons, rush production, or post-approval changes) will be invoiced separately and must be paid before the related work proceeds.

7. PROJECT TIMELINE

- 7.1 Content Deadline.** All wedding details, wording, color selections, and, if applicable, a complete guest address list must be submitted to Company by the content deadline communicated to Client in writing.
- 7.2 Proofs & Review.** The first proof will be delivered within the timeframe communicated to Client in writing following receipt of full content. Client must submit consolidated revisions within the review window communicated with each proof.
- 7.3 Final Approval Deadline.** Client's Final Approval is due no later than four (4) weeks before the Mail Date. The Order will not be sent to print until Final Approval has been received.
- 7.4 Production.** Production requires a minimum of four (4) weeks from the date Company receives Final Approval.
- 7.5 Assembly & Mailing.** The completed Suite is assembled, stamped (if included in the Order), and mailed/delivered on or before the Mail Date, contingent on Client meeting the deadlines above.
- 7.6 Late Approval.** If Client does not provide Final Approval by four (4) weeks before the Mail Date, Company cannot guarantee that the Mail Date will be met. In that event, Company may, at its sole discretion, (a) move the Order into expedited/rush production subject to applicable rush fees and Company's availability, or (b) adjust the Mail Date to reflect a new production timeline. Company shall have no liability for a missed Mail Date, or for any resulting cost (including postage, printing, or delivery-related expenses), to the extent caused by Client's failure to meet the Final Approval deadline.

8. REVISIONS & PROOFING

- 8.1** Company will provide up to two (2) rounds of revisions included in the Order price, limited to the customization described in Section 4.2. Additional revision rounds will incur an additional fee and may extend the timeline, to be confirmed with Client in writing before proceeding.
- 8.2** Requests outside the scope described in Section 4.2 are not revisions and are subject to Section 4.3.
- 8.3** Any delay by Client in reviewing and responding to a proof within the applicable review window will shift all subsequent deadlines and may affect the Mail Date.

9. CLIENT RESPONSIBILITIES & CLIENT-CAUSED DELAYS

- 9.1** Client is responsible for providing complete, accurate, and final wording, event details, and, if applicable, a properly formatted guest address list by the applicable deadline(s). Delays in Client providing content, or in Client reviewing and responding to proofs, will shift all subsequent deadlines. Company cannot guarantee the Mail Date will be met if such delays are caused by Client, and Company shall bear no liability for any resulting timeline impact.

10. PROOF APPROVAL & PRINTING ERRORS

- 10.1** Client is solely responsible for carefully proofreading all proofs, including spelling, dates, names, addresses, and layout, before providing Final Approval. Once Client submits Final Approval, Company is not responsible for any errors present in and not identified within the approved proof. Any reprints required due to an error in a Client-approved proof will be treated as a new Order and billed separately.
- 10.2** No changes of any kind may be made once Final Approval has been provided and the Suite has entered the production phase. Any alteration requested after Final Approval will result in additional design and production fees and may delay the project.

11. CANCELLATION & REFUND POLICY

- 11.1** All payments are non-refundable, as they reserve Company's production capacity and compensate for design labor performed.
- 11.2** If Client cancels an Order after checkout, no portion of amounts paid will be refunded. If Company is unable to complete the Order for reasons within Company's control, Company will refund the portion of fees corresponding to unearned, not-yet-performed work.

12. MARKETING & IMAGE USE

- 12.1** Company may photograph and share images of the finished Suite on its website, portfolio, and social media for marketing purposes, while protecting Client's private information (such as the wedding date or venue prior to the wedding). Client is not required to credit @SommersetPaperHouse when sharing images of the Suite with other wedding vendors or on social media, though it is greatly appreciated. If Client's photographer captures images of the Suite, Company welcomes — but does not require — copies for its portfolio.

13. INTELLECTUAL PROPERTY & NON-EXCLUSIVITY

- 13.1** All Designs, design files, artwork, templates, and other creative materials remain the sole property of Company. Client is granted a limited license to use the finished Suite for its intended personal wedding purposes only.
- 13.2** Semi-custom Designs are offered to multiple clients. Client acknowledges that the selected Design, including any color variation, is non-exclusive and that Company may sell the same or similar Designs to other clients.
- 13.3** Client may not reproduce, resell, redistribute, or use Company's Designs or artwork for any commercial purpose, or provide source files to a third-party printer or designer, without Company's prior written consent.

14. LIMITATION OF LIABILITY & FORCE MAJEURE

- 14.1** Company's total liability under this Agreement is limited to the total amount paid by Client for the applicable Order. Company is not liable for indirect, incidental, or consequential damages.
- 14.2** Company is not liable for delays or failures to perform caused by circumstances beyond its reasonable control, including natural disasters, extreme weather, illness, equipment failure, supply shortages, or third-party carrier (e.g., USPS, printer, courier) delays. Once items are handed to a shipping or postal carrier, Company is not responsible for delivery delays, damage, or losses caused by that carrier.

15. INDEPENDENT CONTRACTOR

- 15.1** Company is an independent contractor and is not an employee, agent, or partner of Client. Company retains full control over the manner and means of performing the services described in this Agreement.

16. ASSIGNMENT

- 16.1** Neither party may assign this Agreement without the prior written consent of the other party, except that Company may subcontract portions of production (e.g., printing, assembly) while remaining responsible for the final deliverable.

17. GENERAL PROVISIONS

- 17.1 Entire Agreement.** These Terms, together with the Invoice, constitute the entire agreement between the parties regarding each Order and supersede all prior discussions or understandings, whether written or oral.

- 17.2 Governing Law; Venue.** This Agreement shall be governed by the laws of the State of Florida, without regard to its conflict-of-law principles. Venue for any dispute arising under this Agreement shall lie in the county in which Company operates.
- 17.3 Severability.** If any provision of this Agreement is held to be invalid or unenforceable, that provision shall be limited or eliminated to the minimum extent necessary, and the remaining provisions shall remain in full force and effect.
- 17.4 Notices.** Any notice required or permitted under this Agreement shall be delivered in writing via email to orders@somersetpaperhouse.com (for Company) or to the email address on the Invoice (for Client), or to such other address as either party designates in writing, and shall be deemed received upon confirmation of delivery or the next business day, whichever is later.
- 17.5 Amendment.** The terms of an accepted Order may be amended only by a written instrument agreed to by both parties.
- 17.6 Attorneys' Fees.** In the event either party brings an action to enforce this Agreement, the prevailing party shall be entitled to recover its reasonable attorneys' fees and costs from the non-prevailing party.

18. CONTACT

- 18.1** Questions about these Terms may be directed to Somerset Paper House at orders@somersetpaperhouse.com or via www.somersetpaperhouse.com.