



Charu's

(FAQ's)



For your convenience, we have compiled a list of frequently asked questions. If your questions is not listed, Kindly contact our customer support department at info@charupapers.com

1. How can I opt for dealership?

To Join CharuPapers dealers club, the procedure is fairly simple. All you need to do is just fill the online application order form, which contains some general questions about your business. You can send this application form after filling to us via Fax, on our toll free fax number. The application will be judged by us.

2. What levels of support can I expect from CharuPapers?

Our customer support department works 24 x7, ensuring that you get the answers for your queries instantly. You can send an e-mail to us at info@charupapers.com, and any of our support representatives will get back to you as soon as possible.

3. Is there anything wedding sample kit or book? Is there anything extra part from this book?

Yes, we have a wedding sample book, where you can see all the invitations along with the matching add on cards. Basically, once you opt for our dealership programme, you will get wedding sample book along with other materials. The whole setup is called as "dealers sample kit" and will comprise of following.

This package supplied to you, consists of following contents:

1. Wedding cards Catalogue
2. Loose samples- For display
3. Display Stands
4. Price Lists
5. Paper Swatch Books
6. Content CD- showing the images of the cards
7. Printable symbols and fonts catalogue

4. How to use this catalogue?

The whole catalogue is divided in various sections where each section displays different cards and accessories. The main wedding card is displayed with the code on the top. Associated with it, you can see the color option that is the other colors in which the card will be available. The nine color option shows the thumbnails of the card folder, envelope and the inserts, which will give you an idea, how the whole card will look like in other colors. Also, with them, the matching add-on cards are displayed, where a customer can choose any. He can also opt for other add-on cards apart from that are being displayed. The add-on cards and the main cards can be customized according to the need of the client. If the client is looking for any kind of customization, then kindly note it down carefully.

5. If a customer is looking for customization, what will be the customization charges?



If any client is looking for the any changes in the size, design or paper then it will be considered as a customization. In simple terms, if there is a deviation in the design, size and the paper quality in the card as compared to that of original, then it will be considered as a customization and there will be extra charges for that. The charges for the customization depend on the number of changes and quantity of the cards, client want in the cards.

6. Are all the envelopes will be self sealing or supplied with self adhesive?

Yes, all the envelopes of the main wedding cards and the add-on cards will be self adhesive, and they are ready to use.

7. What are the other add on cards I can add in the package?

Apart from the main wedding invitation, you can choose different add-on cards like, RSVP cards, thank you cards, program cards, table/place cards etc. All the above mentioned add on cards will be Matching with the main wedding cards. Here is the list of all the add on cards, you can choose from.

RSVP cards:

Used for sending along the card to the guests so that you know how many of them are coming in advance.

Thank you cards:

The best way to say thanks for the guests who arrive to your wedding and celebrate with you on the special occasion.

Menu cards:

Small customizable with the main wedding cards are the menu cards on which the menu of luncheon or dinner will be displayed. An attractive feature added to your wedding theme.

Table cards:

Used for placing on the reserved tables for the guests, and showing them up which is the place you want them to be seated.

Program card:

For those loving friends and guests who are unaware of our culture and traditions. Program card is used to describe the succession of ceremonies, ritual and religious taking place in the wedding.

Apart from these add on cards we do sell, other associated accessories as well, like,

PVC sleeves:

Made up of clear plastic, based on "peel and seal" way of use, and used to put the main card and send them. For keeping them safe from water and moisture.



Envelope seals:

Beautiful metallic seals, used to fix the flap of the envelopes. Can be customized too with your initials.

Guest Book:

Handcrafted book where your guests can write the custom messages or blessings for the newlywed couple.

Sweet Boxes:

Can be used to put the sweets or candies for the guests, can be sent along with the card or after some ceremony!

Outer mailing envelope:

Used to put the main card and can be sent easily to the guest through mail. Keep the beauty of cards safe

8. What type of printing do you use?

The printing used to print the cards and the add on cards is the Raised Silk Screen Printing. The high point of this printing is that you can feel the print by touching it by your hand, as the print is little bit raised from the general surface of the paper. That is the reason it is called raised printing. Apart from this regular printing, we provide foil printing in the cards as well. The price/charges for foil printing is different from the regular screen/raised printing. The foil printing charges depends on the measurement of square inches covered by foil, so for more details ask for the quote in the cards, where the foil printing appears. Also, note that the charges for double color printing (two colors used in printing the insert or any part of the card or add on card) will be charged separately. Even if a client requires just one alphabet or sign or any impression in color other than the main color in which the printing is done on the card, it will be considered as double color printing and will be charged separately for that.

9. There are few symbols in the catalogue. What if my customer wants to choose more symbols?

As we have shown a few symbols in the catalogue because of space, you can refer to the symbols manual provided to you along with this catalogue. The symbol and its code are given in the manual. On the other hand if a customer wants his own symbol to be printed on the card, we can do that as well. You can send the symbol to us and we will design and print it accordingly. Kindly note that in this case the symbol will be printed in line art image (the black & white) and not the exact colored symbol supplied by the customer.

10. Do you have more font styles? Can a customer choose his own font?

For more fonts kindly refer to the section of font styles in the catalogue. It covers over a 100 different type of fonts which can be used in the card. However, if a client wishes to have his own font style, he can choose that as well. All you need to tell us is the font name and send us the font file (.ttf) to us. Particular that font is not available with us, we can purchase that as well, but in that case there will be charges of US\$ 45 for the Font.



11. What is the pricing structure for the cards and the add-ons?

The comprehensive pricing for the cards and the add-ons is supplied to you as "pricing manual" where you can check the prices for the cards and add-ons. The prices mentioned in that are the net prices for the cards, where you can add your top up for your margin. Before providing the quote to the customer, you can add your margin in that. Kindly refer to the manual for all the prices.

12. What will be my selling price? What is the margin of profit I can make in it?

The details of all the pricing is given in the pricing manual section, supplied with this manual, where you can find the suggested price on which you can sell the cards, however you can sell the cards in twice the cards amount.

13. Do I have to pay anything extra to apart from the order I placed with you?

We provide you the complete pricing summary along with the printing charges and the shipping to your country. However, As Different countries have different rules for custom and import, as a result, the Import duties are different, and so we cannot calculate it. So apart from our final order amount, you have to pay VAT /Custom duties, or other kind of import taxes if applicable. As per our experience there are no duties charged in USA, but other countries levy the taxes for any import. As to clarify this tax is taken by the government and other local/state/national authorities, so we have no participation in that whatsoever.

14. Are the delivery charges, include the delivery to my store or home?

Yes the shipping charges are from here (from our premises) to your store at your destination country. The delivery charges are based on the pick from our premises to delivery at your doorsteps. So once you place the order, you will receive your shipment at your store or any address which you will provide us for the delivery. All the shipments are sent by world's best shipment companies like UPS, FedEx, and DHL .If your client is in hurry you can choose his / her address to direct ship.

15. How do I pay for my order? What are the payment options?

You can pay for the order using your credit card. The main mode of payment is the credit card transaction. As our mode of payment, is from US dollars to Indian Rupees, so there will not be any problem with the local currency payment issue. We have other methods of payment also like direct bank transfer. You can choose whatever suits you out of these options.

16. How can I send the proofs to you?

You can send the proofs to us using these methods, namely,

Through Toll Free Fax: (800) 477-1097

Through e-mail: info@charupapers.com



We will start working on the proofs the moment we receive them, and will send them back to you. The black & white proofs will be sent to you on your fax number specified. On the other hand, the color PDF Or JPEG images will be sent to you on your e-mail id. However, we prefer the receiving the text files, from your end, via e-mail to minimize the typesetting errors. As the images through the fax are not clear, there might be a possibility of errors in the proofs.

17. Are there any charges for making and designing proofs?

No, there are no charges for proofs making and they are sent free of cost, via E-mail. They can also be sent via fax (Please mark in the order form if you need this). But we always prefer to send them via e-mail, as your client can check the colors of the papers / Invitations / ink colors etc.

18. How the cards are packed? Are they able to sustain the wear & tear of the way?

The cards are packed according to the international standards, where the process is called as "Double Box packaging". Here, the cards are packed in the bundles of 20-25 each in cover and a sticker is placed on the packet, showing the quantity of the cards. These small sets are finally packed in the box, with thermocol sheets, covering the all sides and top, ensuring that the cards will be safe and secure. Yes the cards packages are able to sustain the wear & tear and the jerks of the way.