



MAIL MOVERS

CUSTOMER GUIDELINES

Scheduling

We strive to handle your project in a professional, timely manner.

In order to provide this level of service, we reserve the necessary time to process your order when you are able to provide us with assurance that your materials and properly formatted database will be in house two days before your mail date.

Typical mailing projects require two days to complete. However, if we're assisting you with printing your project, inserting, or other fulfillment services, please allow more time.

Mail Movers is the last to handle your mail, and we can help you with scheduling your entire project to meet your delivery date if involved early enough in the project.

Your project will always be handled on a "best efforts" basis by our entire staff.

Proper scheduling is an important part of our job, dictated by the United States Postal Service. All mail for a particular mail date must be addressed and on its way to the post office by mid afternoon each day.

Postage

The USPS does not extend postage to Mail Movers. We pay postage, just like you, when placing a stamp on a letter.

We require that postage be paid prior to the mail date. An exact postage amount will be provided upon receipt of your database and printed sample.

If time does not allow for an exact amount to be determined, our Customer Care Team can provide you with a close estimate. Any overage you might pay can either be applied to service fees, or refunded after completion.

Postage estimates typically assume that your mail piece will be automation compatible, and could be more or less depending on the sort level we are able to achieve for you.

Estimates

Our Customer Care Team will provide accurate, timely estimates for all aspects of your project.

Most estimates can be provided in only a couple of hours and more complex projects may take up to twenty four hours.

Pricing is based on the cost of time and materials, and is valid for thirty days. Subsequent orders may be subject to price revisions if required.

Estimates do not include shipping or delivery fees unless specifically requested.

Orders may be cancelled at any time in writing, with the understanding that Mail Movers will be compensated for any work performed prior to cancellation, plus the cost of any materials purchased to complete the order.

Prices quoted are based upon our understanding of the specification submitted. If there is a change in specifications or instructions resulting in additional costs, the work performed will be billed at the adjusted rate. Please review your estimate carefully for any additional instructions you might have overlooked.

Materials

We have a USPS Certified Mail Quality Control Specialist on staff to help you with mail piece design.

If working with another printer, please include us in the proofing process so that we get the opportunity to make sure your project will achieve the best postage rates possible.

Mail Movers assumes in all estimates and orders entered before receipt of mail pieces that the material provided can be efficiently processed on automated equipment.

If materials are not up to operational standards due to poor folding, trimming, packaging or print quality, your project will be subject to additional charges. Our Customer Care Team will notify you immediately upon receipt of your materials if this situation exists.

All direct mail processes involve spoilage. Please provide a small surplus in order to complete your order on time.

We will retain any leftover material for two weeks, or make arrangements for our delivery service to bring those pieces to you.

Because of packaging, sometimes we are unable to verify the quantity of materials when delivered. Work with your printer to verify and double check your database count. If we find that we're short, and left to our own judgement under these circumstances, we will consider the job finished when the shortage is less than 10% of the total OR less than 200 pieces (whichever is less).

Delivery Schedules and the USPS

Mail Movers will make every effort to meet scheduled delivery and mailing dates, but cannot accept any liability for your mail after delivery to the post office.

Mailers have no control over the postal service delivery schedules; however, we make sure we're fulfilling our obligation to meet their guidelines specifically.

There are several options for postage, and the urgency of your mailing should dictate what you decide to use.

We consistently make multiple deliveries to the post office each business day.

Additionally, we offer pickup and delivery service for your mail if you can schedule in advance.

Our driver is available during the regular business day, and charges depend on the quantity and distance of the drive.

The Fine Print:

Mail Movers will remail any project as soon as possible to rectify a mistake, but will only accept liability for the value of the work we perform. In no case will we be liable for loss of business or implied damages.