# RFQ (Request for Quote) Letter

*Subject Line*: RFQ for Tarot Deck, 500 Qty.

Dear Mr. Wang:

I am interested in producing tarot cards to the below specifications and would like to request a price quotation per unit. Please provide at your earliest convenience. My current plan is to schedule sales of these decks for December 1, 2020.

* Order quantity: 500 units

The Decks:

* Card size (in mm): 70 mm x 120 mm
* Total # of cards: 78 cards
* Cardstock GSM: 350 gsm
* Card edging: Rose gold
* Card finish: Satin

Booklet:

* Booklet or LWB size (in mm): 70 mm x 120 mm
* Total page # of book: 40 pages
* Book binding type: Perfectbound
* Book print: Full Color

Box/Packaging:

* Box size (in mm): To fit
* Box type: Clamshell with magnetic flap
* Box GSM: 1200 gsm
* Box finish and any other special specifications for the box: Satin finish with rose gold foil accents

I would also like to kindly request an estimate price quote for shipping costs to Albany, New York with zip code 12084, United States, door to door.

Thank you. Looking forward to the opportunity to do business with you. Also, please send your templates and file specifications so I can begin preparing the images for you.

Sincerely,

Debbie Deck Creator

# Request for Samples

*Subject Line*: Requesting Product Samples

Dear Mr. Wang:

I would like to see some product samples of past work your factory has produced. Would it be possible to mail me a few samples, preferably with cards in the size specification I plan on producing in, a few examples of gilding options and different finishing options you have, and a sample of the clamshell box with magnetic flap that I’m looking to produce?

Please quote for me the shipping cost along with your PayPal account information and I’ll send you the shipping cost immediately.

Thank you.

Sincerely,

Debbie Deck Creator

# Request for Formatting Specifications

*Subject Line*: Your Formatting Specifications

Dear Mr. Wang:

For the deck, booklet, and box packaging specifications I provided previously in my RFQ, would you please provide your factory’s formatting specifications?

For example, if you could send a to-scale PDF formatted template for the box design, then that would help me out immensely. Also, what is the bleed margin required for each card image file?

Thank you in advance.

Sincerely,

Debbie Deck Creator

# Purchase Order

*Subject Line*: Purchase Order Offer

Dear Mr. Wang:

I would like to place an order with you at the contract price you quoted me for, to produce tarot decks to the following specifications:

* Order quantity: 500 units

The Decks:

* Card size (in mm): 70 mm x 120 mm
* Total # of cards: 78 cards
* Cardstock GSM: 350 gsm
* Card edging: Rose gold
* Card finish: Satin

Booklet:

* Booklet or LWB size (in mm): 70 mm x 120 mm
* Total page # of book: 40 pages
* Book binding type: Perfectbound
* Book print: Full Color

Box/Packaging:

* Box size (in mm): To fit
* Box type: Clamshell with magnetic flap
* Box GSM: 1200 gsm
* Box finish and any other special specifications for the box: Satin finish with rose gold foil accents

+ FREE 3% Extra Deck Sets to offset possible defective decks sent = 15 extra decks

Shipping Cost: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Bank Fees (Estimate): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please provide further instruction on how we can get this process started. Thank you.

Sincerely,

Debbie Deck Creator

# Buyer Confirmation E-Mail

*Subject Line*: Your Deck Order Has Been Confirmed.

Hi!

Thank you so much for your support. Your pre-order has been confirmed.

DELIVERY DATE:

Since we are in the pre-order phase, exact delivery dates cannot be given. Right now, the estimation is **AUGUST, 2020**, but that may be subject to change. We will do our best to keep you updated by e-mail newsletter, so please be sure to subscribe to the below-liked newsletter:

PROVIDE URL HYPERLINK HERE

For your convenience, all terms and conditions of sale are provided herein.

Terms and Conditions of Sale

**Optional Insurance for Lost or Damaged Packages.** We are not responsible for lost or damaged shipments, which is why we recommend purchasing the optional insurance. Optional insurance costs an extra $2 for every $100 you want ensured. Packages lost or damaged in transit are covered under the U.S. Postal Service insurance policy you purchase, and if no insurance is purchased, then there will be no refunds or replacements for loss or damage. Please read the terms and conditions below carefully

**No Guarantees on Delivery Date.** The delivery date provided is our good faith approximation of when the decks will be delivered and is therefore not guaranteed.

**Non-Refundable Pre-Order**. Please read through all descriptions of the deck carefully before deciding to pre-order *Name of Your Deck*. All pre-orders shall be non-refundable.

**Non-Refundable Order**. Except in the circumstances noted in this Policy, all purchases of *Name of Your Deck* are final. We will not issue refunds simply because you have changed your mind or decided that you do not resonate with the deck. You are free to sell your copy of *Name of Your Deck* second-hand or used, but regrettably, we won’t be able to give you a refund or participate in facilitating your second-hand sale.

**Shipping Terms and Title Transfer.** Term of shipping is FOB destination. Please note that as soon as we deliver your package to the post office, legal title to the property transfers to you. As soon as you receive notification that your order has been sent out, that is the moment of title transfer. Costs and liability thereafter are borne by the buyer.

**Decks Damaged In-Transit**. If your deck or deck box was damaged in-transit, please take photographs of the damage and write to *e-mail address to contact* with a clear, comprehensive description of the damage and the photographs attached. We will then promptly mail you a replacement copy. Claims of damaged decks must be submitted to us in writing within 30 (thirty) calendar days of the date of delivery. Please note that the terms of shipping you agree to are **FOB shipping point**, which means the buyer is responsible for shipping costs and liability during the transport.

**Manufacturing Defects with the Card**. If one or some of the cards in your deck bear manufacturing defects, please take photographs of the defects and write to *e-mail address to contact* with a clear, comprehensive description of the issue and the photographs attached. If we determine that it is indeed a manufacturing defect, then we will promptly mail you replacements of the defective cards.

Claims of manufacturing defects must be submitted to us in writing within 30 (thirty) calendar days of the date of delivery.

Damages to the cards that would reasonably impact a tarot reading will certainly be replaced, such as a noticeable manufacturing defect on one of the card backs, printing smudges or printing errors on any of the cards, or altogether missing cards. Manufacturing defects to the cards will be replaced.

Minor issues that are reasonably foreseeable and commonplace risks when buying tarot decks will not be replaced. Cards with minor misalignment in the borders or captions will not be replaced, but where text has been cut off due to a printing defect, please contact us with photographs of the defect and those cards will be replaced.

Significant or total damage to the deck box will be replaced. However, minor or subtle dings, scuff marks, or scratches to the box will not be replaced.

**Gilded Edging.** You understand that there are no guarantees of perfect, flawless application of gilded or gold edging on your deck. Gilded edging on decks is produced through a process that crushes gold-toned plates into fine grain and then that fine grain, a gold dust, is applied to the cardstock edges under high pressure and heat until it is sealed onto the stock. Some fall-out is inevitable. We cannot guarantee that there won’t be some fall-out with your gilded edges. Furthermore, note that harsh shuffling and handling of the cards might wear down the gilding.

**Missing Cards or LWB**. If your deck is missing a card or came without the little white booklet, please write to *­e-mail address to contact* noting which card(s) is/are missing and we will promptly mail you replacements for the missing card(s). Claims of missing cards must be submitted to us in writing within 30 (thirty) calendar days of the date of delivery.

**Decks Tracked as “Delivered.”** Our decks are shipped out with tracking codes. Any deck that the postal service records as having been “Delivered” shall be deemed as having been successfully delivered to you. If, however, you claim not to have received a package tracked as “Delivered,” you will need to take that claim to the delivery service and not with us. We are not responsible for decks that have been logged by “Delivered.”

**Product Returns.** In the event we agree to accept a product return and issue you a refund for your purchase, you will be responsible for the postage cost of shipping the returned deck to us. Once we receive your returned deck and have confirmed that it is in brand new condition, we will immediately issue you a full refund. If we receive the returned deck damaged, we will send you photographic proof of the damage for your verification and issue only a partial refund, ascertained based on the amount of damage. Please also note for international orders, we cannot reimburse you for the customs fees you’ve paid.

**International Orders: Package Denied by Customs**. Your deck will be declared on the customs form as a “tarot deck.” It is your responsibility prior to purchase to confirm that your country permits the import of tarot decks. If the package is seized by customs and not returned to either one of us, then regrettably, the order is non-refundable. If, however, customs returns the deck to us, to even out the burden of cost between us, we will issue you a refund for the cost of the deck only (no refund for postage fees).

International Orders:

Notice of Customs & VAT Fees

It is the buyer’s sole responsibility to be current on any customs fees or VAT taxes that may be applicable to your purchase order. The seller is not liable for customs fees or VAT taxes that your country charges you, the importer, for purchasing overseas, nor is the seller responsible for any delays in delivery on account of customs.

When your order has arrived in your country, customs will mail you a postcard or small notice letting you know that a package from us has arrived. You will then need to go to your local post office to pick up the package in person, at which time you will be asked to pay the customs fees and any applicable VAT taxes. Please further note that you have a limited period of time to go to the post office and pick up the package. If you do not pick up the package within that time frame, your country will ship the deck back to us or, worse, in some instances, the package might never see the light of day again and will be permanently lost. We will not be responsible for replacing or refunding any orders lost at customs on account of your delay in picking up the package.

Please be aware that some countries do not permit the import of tarot or playing cards, so before you place an order, please check to confirm that your country permits the import purchase of tarot or playing cards.

# Buyer Shipping Notice

*Subject Line*: Deck Shipping Confirmation Notice

Hello there!

Within 24 hours, you will be receiving a shipping confirmation notice from stamps.com.

Please make sure that the mailing address provided in that shipping notice is correct. If not, please contact us within 48 hours to correct the error. Otherwise, your package will be shipped to the address as-is, which is the address you first provided to us in your pre-order.

If you do not receive an e-mail from stamps.com in the next 24 hours, first, please check your Spam folder, Junk folder, Promotions tab, and/or Social tab in your e-mail inbox before contacting us. There is a possibility the auto-generated message from stamps.com went to one of those sections of your inbox.

Friendly Reminders:

**Shipping Terms and Title Transfer.** Term of shipping is FOB destination. Please note that as soon as we deliver your package to the post office, legal title to the property transfers to you. As soon as you receive notification that your order has been sent out, that is the moment of title transfer. Costs and liability thereafter are borne by the buyer.

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# Deck Wholesale Inquiry

*Subject Line*: Stocking Name of Your Deck at Name of Store

Dear Ms. Andrews:

I am the creator of Name of Your Deck, which is a Insert brief description of the deck. It would be such an honor to be able to stock your store with my deck.

Do you purchase decks at wholesale or are you consignment-only? I would love to discuss how I might be able to get Name of Your Deck in Name of Store.

The wholesale price is $\_\_\_\_ per unit for any order below 10.

For orders between 11 and 30 units, our wholesale price is $\_\_\_\_\_.

For orders of more 31 units or more, our wholesale price is $\_\_\_\_\_.

Our suggested retail price (SRP) for each deck is $\_\_\_\_.

In the event a customer returns a purchased deck or demands a replacement, we’ll bear the costs of that.

Please let me know if you’re interested or if you have any questions.

Thank you,

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