



## FAQ

### General

#### Can I buy samples?

Yes! You can buy both peel & stick and traditional samples for all wallpaper. Samples are final sale. No exchanges, repairs or refunds apply to purchased samples.

#### When can I expect my order to ship?

There is a 3-4 day production lead time because everything is made to order. Delivery to your doorstep then depends on the shipping method you choose upon checkout. Standard shipping is around 4-7 business days.

If you need your order rushed, please email [edwallpaper@greentouchhome.com](mailto:edwallpaper@greentouchhome.com) and we will do what we can to expedite your order.

#### What kind of ink do you use? Will it give me a headache and/or buzz?

We use latex ink, which means zero fumes. It also means immediate curing/dry time, so there is no smudging or discoloration.

#### What is the lifespan of Chasing Paper?

If put up with a little TLC, Chasing Paper can last for several years!

## I made a mistake on my order, what do I do now?

Wallpaper is printed on demand, there is a limited amount of time to adjust your order. Please email [edwallpaper@greentouchhome.com](mailto:edwallpaper@greentouchhome.com) as soon as possible if you notice a mistake on your order. The email should include your original order number and the details of what needs to be updated on your order. We will follow back up with you and provide a final confirmation if the order changes can be made or not.

## Where is your wallpaper produced?

We are proud to say that all our materials are sourced and produced in the USA.

## What exactly is peel and stick wallpaper?

Prepare to be amazed. Removable wallpaper is the answer to your prayers. It has the look and feel of real wallpaper with none of the headaches. No glue, no rolls, no hiring someone when you realize just how big of a job it really is.

## What makes the Chasing Paper peel and stick different from the rest?

So glad you asked! First and foremost, it has the rich texture that you find on most traditional wallpapers – but it's actually a peel and stick fabric. This was a big sticking point for us (pun absolutely intended) because we wanted Chasing Paper to be removable, but not look that way. Our Sample Size measures 9.6" x 8" and is a great way to test drive the material, see the pattern + colors IRL, or create some super cool mini project. Only catch is the samples are final sale.

## What makes the Chasing Paper traditional wallpaper different from the rest?

When we decided to offer traditional wallpaper in addition to peel and stick, it was critically important to us to make sure we offer something that is different from the rest. One of the biggest ways our product differs is our quality of material. We print all our traditional products on the high quality FSC Certified wallpaper. We also wanted to make sure that there was less waste in every project - which is why we sell in panels vs. full rolls. Our Sample Size measures 9.6" x 8" and is a great way to test drive the material and see the pattern + colors IRL. Only catch is the samples are final sale.

## How long will the wallpaper last?

If put up with a little TLC + following instructions, Chasing Paper will stay up until you decide to remove it.

## Do you ever run sales or promotions?

Of course! We run quarterly sales and special promotions from time to time. The best way to stay in the know about upcoming sales is to sign up for our email list, found in the footer of this page!

## Getting Started

### Will your wallpaper work on my walls?

Surfaces with a texture can get you into some trouble with our peel and stick substrate. It is your world, of course, but it usually does not end well. If you do have a slight texture to your walls, we would recommend traditional wallpaper. If you are unsure if your wall is smooth, please email a picture to [edwallpaper@greentouchhome.com](mailto:edwallpaper@greentouchhome.com) and we can help!

Also, check to confirm that your walls are smooth and have a premium eggshell, satin, or semi-gloss paint. Matte finishes can be a bit trickier, as the adhesive can bond and pull the paint. If you are applying fresh paint, remember that paint can take up to 4 weeks to fully cure – so keep that timeline in mind! Paint needs to be fully cured before installing wallpaper otherwise bubbling or peeling may occur.



### So how removable is removable?

Chasing Paper uses a low-tack adhesive that will keep the wall you install it on looking fresh! For best results we suggest adhering to walls with premium eggshell, satin, or semi-gloss paint. Matte finishes can be a bit trickier as the adhesive can bond and pull the paint. Also! Little known trivia fact! Paint can take up to 4 weeks to fully cure, so keep that in mind before wallpapering...because you know, science.

## How do I know how much to order?

The number of wallpaper rolls you will need will depend on the size of the rolls you are looking to purchase. If you are still unsure, please email [edwallpaper@greentouchhome.com](mailto:edwallpaper@greentouchhome.com) for help calculating.

## Do I need to order all the paper at once? Will there be color variance between orders?

Yes, as with any wallpaper color can vary between batches. While we very much strive to keep things consistent, we cannot guarantee an exact color match unless all your wallpaper is printed at the same time.

We recommend padding your order by 15%, measuring twice, and once the wallpaper is received measure again before you start installing! Once the paper is on your wall, there is not much we can do.

## How do I decide between Peel and Stick vs. Traditional wallpaper?

Our recommendation is based on the size of your space and your willingness to do a DIY project or hire a professional installer. If you plan to hire an installer and plan to have your wallpaper up for more than a few years, we suggest Traditional wallpaper. Both substrates work best on a smooth surface.

## What about bathrooms? If things get steamy? Can I use your wallpaper?

Wallpaper does best if there is some ventilation. Crack a window or turn on the fan and you should be just fine.

## Installation

### I'm nervous about installation, can I do it myself or should I hire someone?

While there is no right or wrong answer here, it all depends on your level of comfort with DIY projects. Our peel and stick wallpaper have been designed for DIY installation. With traditional wallpaper, however, we strongly encourage professional installation.

How can I ensure all the panels line up? I do not want to see all the seams!

Each panel is identical. As long as each panel is orientated the same way, they will line up with one another on all four sides! As for the seams, if the paper is installed with care, the seams should not be overtly visible.

## Care & Safety

Is your wallpaper water resistant/washable?

Good news, all our prints are water resistant and washable! :) We recommend only washing your wallpaper with warm water and a non-abrasive cloth. Avoid using any cleaning solutions as that may cause the colors to smudge.

Are your materials safe for my home?

All our wallpaper is vinyl, VOC, PVC, and phthalate free. We print with latex inks which are water based and non-toxic. We like to say that our paper is “safe for kids and safe from kids” as it is non-toxic and wipeable. :)

What kind of ink do you use? Will it give me a headache and/or buzz?

We use latex ink, which means zero fumes. It also means immediate curing/dry time, so there is no smudging or discoloration.

How long will the wallpaper last?

If put up with a little TLC + following instructions, Chasing Paper will stay up until you decide to remove it. :)

## Exchange Policy

Can I return or exchange my wallpaper?

Wallpaper is printed on-demand therefore exchanges and returns are not an option. If you need to cancel your order, please email us at [edwallpaper@greentouchhome.com](mailto:edwallpaper@greentouchhome.com) immediately after placing your order. The email should include your original order number and the details of what needs to be updated on your order. We will follow back up with you and provide a final confirmation if the order has been cancelled.

If the product is damaged or defective, please send an email with your order number and including photos to [edwallpaper@greentouchhome.com](mailto:edwallpaper@greentouchhome.com). Upon review consideration will be given on a case-by-case basis.

## Commercial Spaces

Can I use your wallpaper in a commercial space?

Yes, we recommend using our Traditional Wallpaper in commercial spaces. Our Traditional wallpaper is ASTM E-84 - Class A approved.