

Décor Elements Q&A

Q: How do I apply Décor Elements?

A: View the written instructions found on my blog under Kool Klicks.

Q: If I mess up when applying my Décor Elements, will Stampin' Up! provide refunds and/or exchanges?

A: Although we cannot be responsible for paint or wall damage during application or removal, we will evaluate product dissatisfaction on a case-by-case basis through Demonstrator Support. With the combination of our written application instructions and our on-line video instruction, we feel that mistakes in application will be minimal.

Q: What is the best surface to apply Décor Elements to?

A: Décor Elements images work well on the following surfaces:

- Smooth, nontextured, drywall walls painted with matte or glossy paint
- Other smooth, non-textured surfaces, such as glass or metal
- Smooth, nontextured wallpaper
- Flat, smooth, finished wood surfaces, such as paneling or doors

We do not recommend that you apply to Décor Elements images to textured or uneven surfaces, brick, or oil-based surfaces.

Q: What should I do if I have a hard time removing the transfer tape from the image during application?

A: Try spraying the transfer tape lightly with water. This helps to break down the adhesive. However, it makes for a messier application, and you may need to wipe your Décor Element image clean after application.

Q: How easy is it to remove Décor Elements images?

A: Décor Elements images are designed for easy removal. Simply take your Décor Elements applicator tool and slide it gently under the surface of your image. Remove images carefully as we cannot guarantee that your wall works well with Décor Elements. If you are having a hard time removing your image, heat the image with a hair dryer to help release the adhesive.

Q: How long will Décor Elements images stay up?

A: If Décor Elements images adhere well to your wall, they should not come down before you want them to. However, it's hard to guarantee the life of your images, as several factors affect product performance. For example, if the drywall was not cleaned or dusted before painting a newly constructed wall, the product may be able to remove paint from the wall. Picking at the image edges may make them come off more easily, so we recommend children not play with them.

Q: I removed my Décor Elements from a glass surface, and there's an adhesive residue left. What should I do?

A: Window cleaner should remove the residue.

Q: Do you recommend using Décor Elements and Definitely Decorative stamps together?

A: Absolutely! This is one reason our new product line fits in so beautifully with our existing product! For the best results, you may want to try stamping on a small portion of your wall first to make sure the paints you are using work well with Décor Elements.

Q: Can I get a Décor Element with my own customized message?

A: Not at this time.