Kurt,

As you know, you did not provide the website by the promised 10am EST. What is more concerning, however, is that the website has numerous problems and is no way functional. It is apparent that the work was not checked or debugged. I only spent about 1/2 hour finding the problems (below), I am sure there are more. I expected the website to be checked and debugged; it was not.

Unless I hear back from you by 10am EST on Monday (3/14/15) that you will fix at least the following problems by 5pm that day, I expect a full refund.

General

When going to one of the bottom links or the "stapling / padding" link. The back button does not go back to the previous page. Sometimes when going back to step 2 from other pages, some of the entered text and shipping information is gone. "View Cart" does not always work.

Step 1

The state drop down starts at "Maine"

"email" is not validated as a valid email address

"Cell / Alt phone" is not validated

I was using goggle chrome which prefills the fields (including zip code). The site did not know that a zipcode address had been entered. The site needs to check to see if there is a 5 digit zip entered. Under "back lines" there is a "yes" button. That is unnecessary - you just need to check to see if any text has been entered.

Step 2

The displayed text is not wide enough. It needs to go within 1/8 inch of the perf line and 1/2" from the right edge. If the entered text is too long to fit there need so be an error message.

Relative to the actual Tickets size (2 1/8 x 5 1/2", which by the way is not showing to the right of the ticket (as in previous version))

The maximum type size should be 18 pts - the minimum should be 6 pts. Depending on the text entered, the preview has the text running off the bottom - there needs to be a 1/4" margin (top and bottom). Customer needs to be able to select both "bold" & "italic". In the "backlines" and "extra lines" sections there needs to be a statement that this will not show on the preview but will print on the ticket. "Special services" has a default of $10 - there is no default. When "billing same as shipping" is not checked "yes" a window needs to open to collect billing address.

In the "Add artwork" section, there needs to be the following:

1. Click "Browse..." and select the file you wish to upload.

2. Click the "Upload" button.

3. Once your file has been uploaded successfully, it will be listed on the following page.

Note: The upload file size is limited to 1 megabyte

Note: File types are limited to .jpg, .jpeg, .gif, .tif, .pdf, .doc, .docx, .eps, .pub, .bpm, .png, .pptx, .ppt

Note: Larger images might take a little while to uupload

Your artwork should be at least 300 dpi. Don't worry about the size of the artwork we will size it for you

Your uploaded artwork will not show on the preview. You will receive a proof the same or next business day

Finish

Padding is being charged at $.4 per 1000 instead of $4.00 per 1000.

The total does not add up correctly. Sometimes the totals shows "NaN"

"Click to see order details" needs to show every bit of information that was entered

Loose the "Authorize" logo. Make the credit cards button the default. To the right of the credit cards have the words "Or pay with" then have the Paypal logo with a button.

"Submit order" gives a validation error