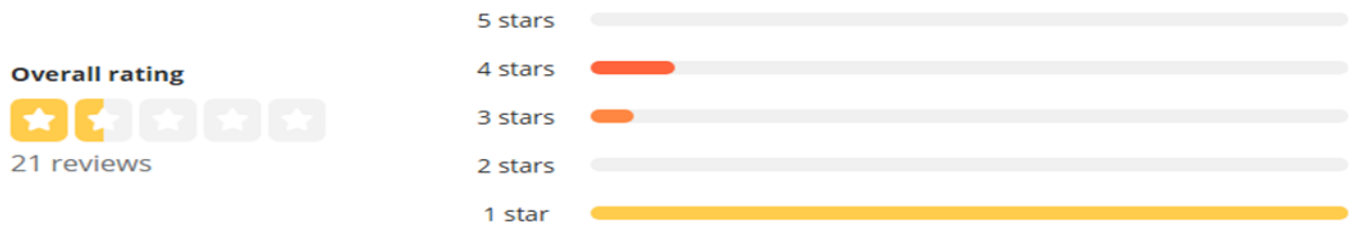


<https://www.yelp.com/biz/newport-paper-house-costa-mesa?osq=Paper+House>

NEWPORT PAPER HOUSE -- [NOTE: Filed: 1-29-2004; Suspended in 2013 by the CA FT; Less than 10 yrs]

485 E 17th St Ste 200
Costa Mesa, CA 92627

Screenshot of Customer Rating results



[ONLINE COMMENTS]

Robyn d L. Cerritos, CA Dec 23, 2010

I went through Groupon like the rest... and got burned like the rest.

I only received half my order (but maybe I'm one of the few lucky ones that actually got something), and never got notice that the rest wasn't coming in until I called them. I called and left messages once a week for 5 weeks before someone finally told me my order wasn't going to be fulfilled, and I was lucky someone actually answered the dang phone that time. So, I asked ANDREA (the owner) for a refund back for what was not fulfilled and she said she'd do that right away. It's been another month and a half and still no refund. ANDREA lied to me. I've called and left a message once every other week, cuz I thought I'd give her a chance (still no return calls). But so many people seem pissed that maybe she's in hiding.

I got a notification from Groupon that Paper House opened a brick and mortar so maybe that's why they're too busy to return calls? I *wanted* to give them a little benefit of the doubt, but after experiencing their extremely lacking customer service and just plain poor business operations, it was too difficult for me to. Not a very smart idea to offer a massive Groupon deal before such a large move if you can't handle it. Maybe they thought it would be good for the new store, but they just ended up falling on their asses.

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Maggie B. Belfast, United Kingdom Dec 13, 2010

I also tried this place with mygroupon. To save myself the drive, I did an online order - in September! I never received an order confirmation via email or an order number. They did state in theirgroupon discussion that the turn around time for thegroupon was 5 weeks. After about eight weeks and no email response, I called. Finally, I was told I would receive a proof in a week. That was a month ago!

I had intended to use thegroupon to purchase Christmas gifts. Now, on December 13, and no proof, I think it's quite clear that won't be happening.

I wrote to Groupon to ask for a refund and was instantly refunded the amount charged.

I hate to leave negative reviews, but it sounds like there are a lot of people getting burned on this one. They've obviously bitten off more than they can chew on this one....

[Carrie Z.](#) -- Los Angeles, CA Sep 4, 2011

The Paper House recently opened a quaint new location at the OC Mart Mix: 3313 Hyland Avenue, Suite C, Costa Mesa, CA 92626

First of all, I did place an order for customized stationary and did receive it. It was great quality and I really like the design. In terms of paper/design quality, the business gets 4 stars.

Now for the not so great review. I went to the store to place my order and was told that the proof for my order will be emailed to me. It took about 2 weeks for me to receive the proof. I had to email them multiple times inquiring when my order was going to be ready. One delay after another, my order was finally ready 2 MONTHS LATER to be picked up. However, when I went to the store to pick up the order, it was at their 17th St location (the location I did NOT place my order). They said they will mail the stationary immediately and after a week, I had to send another email inquiring about my order. They called me back saying it was ready to be picked up (what!?!?) and after clarification, I finally received my order in the mail a week later.

Although the quality of products is good, it would be GREAT if they would expedite the ordering process and fulfill their promise on delivering the products on time.

[Kim T.](#) San Francisco, CA Feb 20, 2011

This is my first bad review and I would have given zero stars if that was possible. My experience is very similar to many of the posters on here and I have been holding off on writing my review until I received a refund from Groupon. Now I feel I can express my disappointment and frustration with this vendor without retribution.

It took a couple emails and phone calls for Andrea to first respond to me back in mid-November. I figured she was busy with the holidays so I cut her some slack. She said my order was past the holiday due date so my gifts wouldn't be ready until January 2011. That is understandable and I agreed. In mid-December, I decided that I wanted to change the text on my order and emailed her, and then again and finally I called her (over the course of two weeks) until she finally responded to me that she received my revisions and agreed to them.

Fast forward to the end of January when I emailed Andrea for an update since I hadn't heard from her. No response. I emailed her again a week later. No response. In my last email to her (mid-February), I said if I didn't hear back from her in two days, I was going to file for a refund from Groupon. Do you think she responded?

I contacted Groupon and they were very polite and responsive and issued me a refund right away. So this would be a good review for Groupon and their customer service but I can't say as much for the Newport Paper House. I would NEVER do business again with them even if they offered free products. The stress is not worth it.

[Kris S.](#) Lake Forest, CA Jan 21, 2011

MANY MORE ZERO-STAR REVIEWS ARE HIDDEN!

My poor review was filtered by Yelp along with several others. When you scroll to the bottom of the reviews, click on "filtered reviews" to read more horror stories about this business. Everyone has the same experience and the owner has even added her own posting filled with weak excuses for their terrible customer service. I have not received an order placed in November (small order). Ridiculous. I see that other Yelpers have received refunds from Groupon, and I am going to try to do the same. Steer clear.

Nov 4, 2010 Beware! Paper House is not a traditional "store!"

I recently heard about Paper House through Groupon and decided to stop by their store. I was quite surprised by the owner's lack of customer service which reached the level of rudeness when I visited. This is what I unfortunately experienced:

Their offer on Groupon gave no indication that the business was not an actual storefront. To the contrary, when I looked up the Paper House website after receiving the Groupon, the "About Us" section portrays the business as a friendly and

cute haven for mommies and husbands to pop into to shop for single cards or multiple invitations. There were no specific instructions within the Groupon on how to find the office, which is completely hidden, difficult to locate, and not even on the directory of the office building in which they are housed.

As I wandered, confused, down an unmarked hallway, neither the owner or staff member working in a windowed office (facing me!) could be bothered to greet me or ask if I needed assistance. I remained in the area of a strangely stocked display table out front for some time, wondering how this business worked, before popping my head into the work room to inquire.

Instead of explaining how Paper House works and possibly apologizing for the misleading Groupon information, the owner was dismissive and distracted, telling me they only worked by appointment or accepted on line orders (this was never stated on Groupon). She could have been professional and said something like, "I'm sorry, we are so swamped with a project right now, but you are welcome to look through our examples while you are here, and then if you could make an appointment to come in and discuss your custom design, I can sit down with you and come up with something you and your sister will love." Instead, I was made to feel as if I were intruding on them! When I asked if they did letterpress invitations (I am planning a 250-guest wedding and have been tasked with ordering custom letterpress invites), the staff member piped up with, "I don't think you can use Groupon for letterpress." The owner did correct her on this point, as the Groupon is a store credit. However, the Groupon is worth a meager \$50, which would only be a miniscule percentage of what the letterpress order would total! Why did she have to say that? Very rude.

I have many friends and family members who have weddings, showers, parties and other important social events in their future. Right after I left Paper House I went over to "Where's The Party," where I was immediately greeted with prompt, attentive and friendly service. I would imagine I would receive the same reception over at Paper Source or Papyrus. The owner and staff of Paper House should remember that an individual client potentially represents dozens of additional clients, whether or not they are starting out with a coupon or not.

[Chiara K.](#) Irvine, CA Feb 22, 2011

I was also a Groupon customer. I purchased the Groupon the same day everyone else did, and turned in my order October 14th, 2010.

Part of my order was a set of personalized cards for my sister-in-laws birthday in January. I thought that the little shop might be overwhelmed by orders so I waited until right after Christmas (I didn't order anything for Christmas from the shop) to send them the initial email.

I have to say, Andrea (owner of The Paper House) responded very quickly to my inquiry by email. I did try calling them

but can never seem to get a real person on the line, so I tried email instead. I got a response in 24 hours, to be exact. January 13th, I received a proof (about 1 week after initial email) but was out of the country so I couldn't verify it. But, by

January 19th, the package was already mailed and it arrived at my house just in time for me to ship it via Priority mail to my SIL.

I am currently still waiting for my embosser. I'm not in any hurry though as it is just an extra item.

The reason I gave The Paper House 4 stars is not for their speed. However, I understand that for a small shop (I think they only have 3 people on staff), it would be extremely difficult to get a huge wave of new customers coming in and not be prepared. I suppose it's a lesson for both customers who buy certificates at Groupon, and for new shop owners considering to join the Groupon trend.

I am very very satisfied with the personalized cards I got for my SIL, and I think she enjoyed them too. I am a calligrapher and I love quality cards and paper. The cards were very much up to my expectation for the price.

I'm also really glad that Andrea responded in a timely manner when I told her that the cards were a gift and I needed it as soon as possible.

I just sent her a short note about my embosser because I didn't want my order to be forgotten, but I'm also sure they're working as hard as possible, as much as possible, and to the best of their ability, to meet all the demands of the Groupon customers.

[Stef H.](#) Irvine, CA Dec 15, 2010

Yikes- if I could give them zero stars, I totally would. Sadly, I had the same experience as other posters here, and tried using my Groupon with an on-line order. I had ordered a personalized stamp, hoping to make good use of it for my Christmas cards, and well, that clearly has not arrived. I did however, receive a proof for a some stationary I also ordered, but that has not materialized either.

They did respond with a turnaround time and said I would get my order in November....still waiting. Totally sucks. I contacted Groupon and basically told them this place is not worth the paper they print on, and I am hoping against hope that someday I will get my order. I totally feel bad for Groupon, they are so much better than this hot mess!

[stella k.](#) Cerritos, CA Dec 21, 2010

I HAVE NO IDEA WHY MY REVIEW IS FILTERED. I AM FULLY WILLING TO PROVIDE DOCUMENTATION TO PROVE THAT I'M NOT MAKING THIS SH*T UP. SHAME ON YOU YELP, FOR FILTERING SO MANY REVIEWS FOR NEWPORT PAPER HOUSE. MANY PEOPLE HAVE OBVIOUSLY BEEN BURNED BY THIS "BUSINESS" AND WE DESERVE TO HAVE OUR VOICES HEARD!!!!!!

yelp really should let zero be a rating choice. newport paper house is ridiculous. i also purchased two groupons and placed one order in mid-september and have yet to receive my order. after numerous phone call messages and emails, andrea emailed me proofs about a month ago but that's the last i heard from her, despite my requests to know when my order

would be mailed. i finally calledgroupon today and will be refunded my \$40. i'm actually disappointed ingroupon too- i had emailed them about my situation about a month ago and they told me to keep trying to email and call them. seriously? that's all you're going to do to help me??? also,groupon sent out an email about a week ago saying that thegroupon can be used at the new paper house store starting in january. i really don't think thatgroupon should be supporting paper house in any way, especially after the wrong they're doing to faithfulgrouponers.

[Rose G.](#) Chicago, IL Dec 20, 2010

NEED A ZERO OR NEGATIVE STAR RATING!

I just reported this company to the Better Business Bureau and have suggested Groupon look into this company's reputation as well. I'm about to ask for a refund on the THREE Groupons I had ordered to this store!

They don't return emails, calls, and don't keep their promise of turnaround time on the website. Too bad their customer service BLOWS and there's no indication that there's anyone actually behind this name, as the order confirmation comes from a third party site! I hope paypal is going to refund me my shipping fee I paid as well.

I just feel sorry for Groupon, because they are going to get screwed refunding everyone on this one for sure!

So much for the holiday gifts I thought I'd have by now from them...

DON'T ORDER FROM THIS COMPANY!!!!

[Anita S.](#) Costa Mesa, CA Feb 20, 2011

I've been wronged by The Paper House. No one should feel alone- Andrea lied to me too.... multiple times. After calling and emailing her relentlessly she FINALLY responded in December that my order would be fulfilled in January. On February 3rd i began contacting her again. She assured me my order had shipped on Feb 4th. On Feb 13th i received my order that was postage marked February 12th, really i guess i should feel fortunate that i received anything judging by the other reviews for this business. My order was place Oct 16th and fulfilled only 4 short months later, not bad for a website that offers a 2 day proof and 5 days until the order ships.