

# *Frequently Asked Questions*

## **Can I get a sample**

Yes and we recommend that you do! As our stationery is handmade to order, we do charge for each sample you order. Samples can be ordered from the relevant design pages. Any cost of samples purchased will be deducted from any order that you place. We aim to send out samples within 1/2 weeks, but please allow longer during busy periods. If you require your sample sooner, please let us know.

## **When do I need to order my wedding stationery**

We advise you to order your wedding invitations at least 3 months in advance, but this can vary depending on the size of your order and the time of year.

## **Can I have my own design made**

Of course, we will be happy to design and create stationery especially for you, we offer a custom-made/bespoke service. Prices will vary dependent on your requirements. Please contact us for more information.

## **Can the designs be made to match my colour scheme**

Yes all our handmade wedding invitation designs are purely for illustrative purposes only. We are happy to adapt any of our designs to match your colour scheme/theme.

## **Will I receive a proof**

Yes once we have received your order and deposit, a free invitation proof will be sent to you for your approval, for all other items where applicable only a proof insert will be sent. Please check all details thoroughly, especially spelling of names, dates and times, then sign it and return it as quickly as possible.

## **How many pages will I get in my Order Of Service**

Order of service are made using two insert pages, printed on all sides. If you require printed hymns then there is a extra 50p charge, please order accordingly.

## **How much stationery should I order**

We advise for Invitations - one per couple or household plus extra for mistakes, added guests and keepsakes. Order of Service - usually one per guest plus extra for Minister, Wedding Party, etc and keepsakes. Menus - one per couple usually but three per table is acceptable.

## **When should I order such items as order of service, placecards and tableplans**

When filling out the order form we ask that you list ALL items and quantities that you require. Fill in details for invitations as they will be the first items needed. For other items such as order of service, placecards and tableplans we need this information four weeks before the wedding date.

**Is there a minimum order**

No, we make to order which means you can order as little or as much as your like.

**How long will my order take**

On average, orders are completed within 4 to 6 weeks from us receiving your order and deposit. We therefore strongly advise placing your order at least three months before you intend to send out your stationery. If you require an order sooner, please contact us and we will try our best to accommodate you. We will aim to do this free of charge, but may incur an additional charge. Please note certain times are busier than others! As all of our stationery is handmade, we can only confirm your order once we have received your deposit and booked the production times. We strongly recommend you place your order as soon as you have chosen your design to avoid disappointment.

**When should I send the invitations out to guests**

We recommend sending invitations at least 8 - 12 weeks before your wedding day to give guests time to make any travel and accommodation arrangements that may be needed. This will also allow time for you to receive acceptances (remember, for table plans and personalized place cards we need guest names four weeks before the wedding). If you would like to let people know the date in advance, but do not have all the details finalized, why not send one of our save the date cards and then follow up with an invitation later.

**How will my order be dispatched**

We send our orders using a Recorded Delivery Service so therefore a signature is required. Special next day delivery is available at an extra cost. We always send table plans separate from all other items due to their size.

**Can I cancel my order**

Please be advised that you may cancel orders at any time however, if payment has already been received this may not always be possible. If cancellation is made after we have received the final proofs, we will retain the 50% deposit. In addition, we reserve the right to request/retain the final payment in order to cover the cost of any completed work. Your statutory rights are not affected.

**How and when do I pay**

When placing an order we need a 50% deposit (non-refundable) along with your completed order form. Work on your order cannot begin until we have your deposit. When work on your order is nearing completion you will be sent an invoice for the remaining balance which will need to be paid before your order is dispatched. The remaining balance will need to be paid within 7 days of receipt. Payment can be made by cash, cheque (payable to D. Taylor) or BACS (details will be sent on request). When ordering samples online payment can be made by credit/debit card via paypal.

If you have any more questions, please do contact us by phone or via email.