



Frequently Asked Questions

Q. Can we order Wedding Stationery samples?

A. *Samples can be ordered for the price of the actual cost of the stationery item. (P&P included in the price).*

Q. Can you come to us for consultations or do we come to you?

A. *All our consultations are held at our studio in Chafford Hundred, Essex. Due to the large collection of Wedding Stationery and Table Accessories we are unable to visit you at home.*

Q. Can we bring our children to the consultation?

A. *Due to the delicate nature of our work we can not accommodate children during consultations.*

Q. How many of us can come to the consultation?

A. *We recommend a maximum of three people.*

Q. Will charges apply if I cancel my consultation?

A. *We understand that sometimes situations arise that may mean having to cancel your appointment. There is no charge for cancelling your appointment. You can then re-book a second appointment. If however you are unable to make your second appointment a fee will have to be charged for any future arrangements made.*

Q. Are your consultations times fixed or flexible?

A. *Our times are fixed. Our consultations are booked in one hour time slots. If you arrive late then unfortunately we will not be able to accommodate the full 1 hour. Quite often we have consultations booked back to back, and feel it is unfair to run over and keep our next couple waiting. If you feel that 1 hour is not long enough you can book a longer consultation – this would be charged at £10 for an extra half hour and £20 for an extra hour.*

Q. How many times can I come to view your work?

A. *We offer a one hour consultation free of charge. You can come and see us at an arranged time to pay a cash deposit. However, if you do need to return to view our work a charge of £20 an hour will apply for our time.*

Q. Is there a minimum order amount?

A. *There is no minimum order.*

Q. What do I do if I require more invitations?

A. *We do advise ordering a few extra blank invitations as it is common for last minute changes to happen to your guest list. If you do, however, need to order additional invitations then providing there are no changes you wish to make, we will produce them for you at the same cost.*

Q. Are guest names printed on my invitations?

A. *All our stationery (except Simplicity, Save the Date Postcards, Order of Service/Wedding Service Booklets and RSVP inserts for Cheque Book and Pocketfolds) come with your guest names printed. We will require your list of all the guest names from you. This list can either be sent to us via email or post. Please double check the spelling of names as we will not be held responsible for mistakes (unless through fault of our own). If you would like to hand write your guest names please take a 5% discount off of the listed invitation price.*

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Q. What is the turn around time for Invitations?

A. We aim to complete your order in around 6 weeks. Please check and approve your proof as soon as possible to prevent delays in processing your order. We require your list of all the guest names from you a minimum of four weeks prior to your expected collection from us.

Q. Do we have to use set wording for our invitations?

A. We have a number of suggested wording templates but you are welcome to provide us with the wording of your choice, providing it fits onto your stationery. We will then typeset your text for you at no extra cost.

Q. Can I choose the font style?

A. We provide a list of fonts we have available that we feel best compliment your wedding stationery and accessories.

Q. Does your stationery come with envelopes?

A. All stationery that requires envelopes are included in the price. Please note that Cheque Book & Pocketfold Invitations do not come with rsvp envelopes. These are to be ordered separately if required.

Q. Do I have to pay a deposit? How do I pay for my order?

A. A 50% deposit of the balance is to be paid upon order of your items. Payment can be made either by cash, cheque or bank transfer. The remaining balance is to be paid on completion of your order. Payment of the final balance can be made by bank transfer or a cleared cheque by day of collection. Payment upon collection of your order can also be made on the day but cash only shall be accepted.

Q. Can I hire your ornate frame and easel?

A. Our ornate frames and easels are only available to hire when you purchase one of our Table Plans or Welcome Sign. Due to the weight of our larger Ornate Mirror Table Plans they are unsuitable for use with our ornate easels. We recommend discussing your requirements with your venue, either seek their advice for the strength of their easels or displaying your Mirror Table Plan on a table.

Q. How long can items be hired for?

A. Items are to be returned within one week of collection. A £50.00 cash refundable deposit is required upon collection of hired items prior to the wedding to secure against loss or damages, this will be refunded back to you upon return of undamaged items. All deposits shall be refunded back in cash. Any loss or damage to our hired items will be invoiced to you at full replacement value.

Q. Do you offer a service to dress my wedding venue?

A. We provide a service. Our fee for your Venue Set Up/Dressing will be calculated as per each individual client's requirements and distance to the venue. Travel charges will apply at 45p per mile for journeys over 5 miles. In order for us to dress your wedding venue a time must be arranged with us prior to your wedding in order to allow all other parties to prepare the venue prior to us arriving. Please note our fee will be calculated for a set time, if the venue is running behind on time and we are required to stay longer at your venue then we will have to charge accordingly.

Q. Do I collect my order or do you deliver?

A. Wedding Orders are to be collected upon arrangement only. Smaller items can be sent by Special Delivery or Courier and will need to be signed for (additional charges will apply for this service). We do not provide a delivery service to your wedding venue on your special day unless we are dressing your venue (as above).

Q. How will my order be packaged?

A. Every order is packaged with care in recycled cardboard boxes (from our deliveries). Please take care when transporting your order as our work is of a delicate nature.