

**The Wedding Stationery Boutique
Terms and Conditions**

**By placing an order with The Wedding Stationery Boutique,
you deem acceptance of the following terms and conditions.**

Copyright

1. You may not copy, publish or distribute any part of our Website (www.theweddingstationeryboutique.com) without having required consent from The Wedding Stationery Boutique. Any such requests must be made in writing.
2. You may not copy or reproduce any of the designs created by The Wedding Stationery Boutique; legal action will be taken if it is found that any of our designs have been copied prior to gaining our consent.
3. You may not post any slanderous or derogatory comments, photos, copy emails or messages on any websites including Social Media websites or groups.
4. Legal action will be taken if it is found that you have breached the above stipulations.

Communication

1. Communication can be made by the following methods:
 - By Telephone (Office): 01277 366007
 - By Telephone (Mobile): 07871 396794
 - By Post: The Wedding Stationery Boutique, 22 Central House, High Street, Ongar, Essex, CM5 9AA
 - By Email: nicolacullen@btconnect.com
2. We endeavour to answer any telephone calls or emails within 24 hours. This may be longer in peak seasons so please allow up to 48 hours before contacting us again.
3. Our usual working hours are:

Monday – Friday 10:00am – 6:00pm

Saturday & Sunday – by appointment only

Bank Holidays – by appointment only

Consultations

1. All consultations are strictly by appointment only and are conducted at our studio in Ongar, Essex.
2. Consultations are available during the hours of 10am – 5pm Monday to Friday. Should you require an evening or weekend consultation, please contact us and we will do our best to accommodate you.
3. We offer a free 1 hour consultation, if you arrive late for your consultation, this will be deducted from your hour.
4. We reserve the right to cancel your consultation should there be any verbal or physical abuse to any of our staff.

Our Materials and Products

1. All of our Wedding Stationery items are hand made to order and therefore may differ slightly from item to item. This is not deemed as faulty as natural variations can occur. The materials used to make your Wedding Stationery can sometimes differ from the images on our website, the colour and size may appear to be different or stock photos for advertising purposes may have been used.
2. If product specifications occur which will affect your order, you will be promptly notified and offered an alternative of the same or better quality.
3. We strongly advise you order all of your items at the same time to ensure continuity of materials. If you order your items at different times, we cannot ensure continuity of materials such as ribbon and card stock as these will vary from batch to batch.

Sample Ordering

1. At The Wedding Stationery Boutique, we strongly recommend you order a sample Wedding Invitation before placing your order due to colour variations on different screens and to also get a true reflection of the finished product.
2. Sample Invitations will be made and dispatched within 5 working days of your request. You will be notified via email once your sample has been dispatched.
3. The maximum number of samples you may purchase is 3 per customer. Should you require more than 3, please contact us before ordering.
4. Our sample Invitations will incur a non refundable charge of £4.50 per evening invitation and £6.50 for a daytime invitation. This includes Postage and Packaging by Royal Mail First Class Recorded Post.

5. Payments made for sample invitations will not be refunded, even if you choose to book with The Wedding Stationery Boutique.

How to Order

1. Once you have chosen your design and the items you wish to order, please complete our Order Form (available on our website or by post). Completed Order Forms can be sent to us via email or post.
2. We will need the following before your order is confirmed:
 - Your signed Order Form
 - Your payment (in line with your payment schedule)
 - Your signed copy of our Terms & Conditions
 - Your acceptance of your Wording Proofs

Availability & Turnaround Times

1. Our availability for bookings varies on a daily basis and you will be notified during your consultation of the current turnaround times. This can also be found on our website under the tab "Availability".
2. Your turnaround time will not commence until *all* of the following have been received by The Wedding Stationery Boutique:
 - Your signed Order Form
 - Your payment (in line with your payment schedule)
 - Your signed copy of our Terms & Conditions
 - Your acceptance of your Wording Proofs

Proofs and Your Responsibility

1. It is your responsibility to ensure you have permission to use any materials you may ask us to use within your Wedding Stationery. (This includes photographs, poems, hymns and readings).
2. You will be sent a PDF proof via email for both your daytime and evening invitations, including all insert cards if you have chosen an invite style which holds these cards. Whilst we pride ourselves in our attention to detail, it is your responsibility to ensure you have proof read the content and accept the content to allow us to proceed.
3. Your wording proofs will be sent to you via email within 5 working days upon receipt of your completed Order Form. Any changes you wish to make to your wording proofs are to be confirmed by either email or in writing. Your amended proofs will be resent to you within 48 hours of you advising us of your required changes.
4. If you need to make any changes to your proofs after your initial acceptance, and production of your items has begun, you will incur a charge.
5. All guest names will be printed within your invitations as standard. We will not check the spelling of your guest names; these will be printed exactly as you have advised us. Should you realise you have made a spelling mistake after submitting your initial guest names, you will incur a charge to re-print the invitation; we cannot amend any invitations once they have been made.

Payment

1. If you choose to book with The Wedding Stationery Boutique the following payment schedules must be adhered to:
 - If your wedding falls within 6 months of booking, you are required to pay in full the cost of your wedding invitations plus an additional 50% towards the cost of your "on the day" items. The remaining 50% of your "on the day" items cost will be due 4 weeks before your wedding.
 - If your wedding is more than 6 months away from booking, we will require a non-refundable deposit of £50 to secure your date. The cost of your wedding invitations will need to be paid for 4 weeks before we start production on these. A further 50% towards the cost of your "on the day" items will also be required.
2. Failure to adhere to your payment schedule may cause delays to your order and we reserve the right to terminate your contract with The Wedding Stationery Boutique and cancel your order.

Delivery

1. All of our deliveries are subject to delivery charges. This is calculated on the weight of your order; heavy items such as mirrored table plans may be subject to an additional charge. Your order will be weighed when it has been completed and you will be notified of the delivery charge; which is due before your order is dispatched. The following prices are a guide for standard orders on a 2/3 day tracked courier service.
 - 0-1kg - £4.00
 - 1-2kg - £5.00
 - 2-5kg - £7.00
 - 10-15kg - £10.00

2. Your delivery will include compensation up to £50, should you require a higher level of compensation, please advise us *before* we dispatch your item and we can calculate the additional fee accordingly.
3. We aim to dispatch orders and sample invitations 3 times a week, this can sometimes be less frequent (1-2 times per week) during peak seasons.
4. All Sample Wedding invitations will be dispatched by Royal Mail first class recorded post and proof of postage is always obtained.
5. Your main order will be sent via a tracked 2/3 day courier service which will require a signature upon delivery. You can choose to upgrade to next working day delivery at an additional cost should you wish too.
6. All items are posted out in recycled padded bags or boxes with sufficient protection to minimise the risk of damage; however, should your items get lost or damaged in transit, The Wedding Stationery Boutique will not be liable for this.
7. Delivery will be made Monday – Friday between the hours of 9am and 5pm to the address you have provided. You may wish to provide us with an alternative, such as a work address or a neighbour if this is more convenient for you.
8. Should you require any additional invitations after you have received your main order, postage will be charged at the standard rate dependant on how many more you require.
9. We are able to personally deliver your stationery items to you at a cost of 50 pence per mile. This service is subject to availability and will need to be booked 4 weeks prior to your chosen delivery date.
10. You are welcome to collect your items from our studio in Ongar, Essex. Please contact us prior to arrange a time that is convenient for both you and us.

Our Returns policy

1. If you wish to return an item, you must notify us (either by email or in writing) within 7 days of receipt of the item. We will advise you of how to return your item to us.
2. Should you receive your order and find you have any defects or shortages, you must advise us within 7 days of receiving your order. It is your responsibility to return any defect items to us before we will replace or refund these.
3. We will offer a full refund (plus postage) on any items (including personalised items) that are found to be:
 - faulty
 - not as described
 - not fit for the purpose it was intended
4. We will *not* refund if:
 - you purchased an item knowing it was faulty
 - you damaged an item by trying to repair it or getting someone else to repair it
 - You have simply changed your mind
5. If an item is found to be faulty, not as described or not fit for the purpose it was intended, we will refund any postage costs associated with the return of your item.
6. Refunds will be processed within 72 hours upon receipt of your item and this will be made via your original payment method. Any refund that is to be made via a cheque will be subject to a processing fee of £2.00.
7. We strongly suggest if you are returning an item to send this via tracked delivery and to obtain proof of postage. We cannot be held liable should your item(s) get lost in transit.
8. We will not refund back any costs associated with items lost in transit.

Cancellation

1. Should you wish to cancel your order with The Wedding Stationery Boutique, you will automatically forfeit your non refundable deposit £50.
2. Additional fees *will* apply; this will be dependant upon which stage of your order you decide to cancel.
3. If you cancel your order once we have started commencement, we will collect the final balance due.

Our Complaints Procedure

In the unlikely event that you have a complaint, please contact us in the first instance so we can respond appropriately and try to resolve your issue. If we need more time to investigate your complaint, you will be notified of a time schedule in which we aim to resolve your complaint.

Privacy & Your Info

1. Any information gathered from you will be for the sole purpose of completing your Wedding Stationery.
2. Sometimes we may need to share your personal information with third party companies in order for us to complete your order; we will of course gain your consent before we share your information with anyone.