



Ts & Cs

COLOUR

If you require a specific colour please send a physical sample for us to colour match from, or provide us with an uncoated pantone reference. Alternatively we can match a colour from screen, we can't guarantee complete colour accuracy with this process as your computer screen maybe calibrated sightly differently to ours.

PROOF READING

Please check all details / names / spellings / date thoroughly. We can't be held responsible if a mistake is spotted once proofs have been approved. It is your responsibility to make sure you've supplied us with the correct information before the design process begins. Any re-prints will be priced as a new job. If the mistake is our fault we will replace any products free of charge.

PAYMENT

Once a quote has been approved we will send you your invoice, a 50% of the total amount is due before any work can begin. This deposit is non-refundable. Payment can only be received by BACS, once this has come into our account we can begin the fun bit of designing your invites.

When all artwork is ready for print and has been approved by you the client we will then email you requesting payment for the remaining balance. Once the payment has been received by us we can then book you in a print date and print your order.

DELIVERY

We make sure we package your order with the love and attention it deserves. We use a next day courier service that will require a signature on delivery. We will arrange a suitable delivery date with you before posting out, we can't however be held responsible for what happens to that parcel once it leaves us. We'll do our best to track it and keep an eye on its journey to you. As sometimes (hardly ever) these parcels go walkabout, we do recommend you give yourself plenty of time before you need to post anything out.

DESIGNS

The Old Market Printing Co holds all copyright for designs, this means that you cannot copy / alter / reproduce any of the designs in anyway.

If you require additional design work for on the day stationery then we are more than happy to talk about that further with you.

It is the clients responsibility to give concise and clear feedback and be prompt with all communications so we can make sure we meet your deadline.

For bespoke designs we offer 3 rounds of alterations free of charge. We want to make sure the design is right for you so we're happy to make as many changes as you like, however we do charge additional changes at an hourly rate. The cost of this will be discussed at the time.

To spread the love, The Old Market Printing Co reserves the right to convert any bespoke designs into a template design for all future love birds to use. This will only be done once the date of the wedding has passed.

TIMINGS

When we have our first chat we will advise you of how our current schedule is looking and give you an expected delivery date. For orders from the collection our usual turnaround time is two weeks. For bespoke orders turnaround times are longer at around 4 - 6 weeks. Please make sure you leave plenty of time before you need to post anything out. If however you are on a tight turnaround and in a rush we will see what we can do to squeeze you in. Please note that faster turnarounds may incur an additional rush fee.