



TERMS & CONDITIONS

Please see below my Terms and Conditions.
By making a deposit payment and accepting work to start you are accepting these terms.

Proofs

You will be sent PDF proofs throughout the design process for you to check wording, layout and spelling. It is your responsibility to make sure that the wording is exactly as you want it and that there are no spelling mistakes etc. Oh Wonder will not be held responsible for any spelling mistakes. Printing will not commence until I have received written sign off from you. By signing off on the final proof you accept responsibility for the information, wording and layout as shown. If errors are discovered after proof approval you will be charged for the time to rework and reprint. Please note that the longer your proofing rounds take the longer your completion date will be pushed back. I estimate the completion time of each order based on our workflow at that time. If proofs or information is not turned around in a timely fashion then your order may be subject to interruption from other orders.

Copyright

Oh Wonder holds copyright for all designs and you, or any third party, can not copy or reproduce any of my designs from the PDF proofs sent to you.

Cancellations

In the event of an order being cancelled by yourselves Oh Wonder cannot refund any money once the work has commenced on your order. In the unlikely event of the order being cancelled by me then you will be given a full refund.

Printing Variations

Please note that samples and proofs may not exactly match the finished product due to variations in the print production process. Printing can result in small variations. Minor differences in texture, colour, size and positioning can sometimes occur and are not classed as a fault. Please be aware that colours appear differently on screen as to printing and we advise that you print all your proofs prior to approving them.

Delivery

I use Royal Mail Special Delivery which is tracked and insured for delivering all orders. Items will need to be signed for so please make sure that there is someone at your supplied address. Larger pieces will be sent via a courier. Delivery charges are dependent on weight and will be added to your final invoice. Collection is welcome if you are local. Oh Wonder accepts no responsibility for items lost in the post or delayed due to postal strikes or circumstances out of our control. We are happy to send goods Internationally and will source the best form of postage for these jobs. Please note that goods posted outside the UK may be subject to local custom charges. Oh Wonder accepts no responsibility for delays in shipping or duty charges.

Deposits and Payment

50% deposit must be paid before any work commences on all orders. The remaining 50% is due on completion before shipping. Bank transfers are preferable but other forms of payment can be discussed. All charges will be paid via invoice. All payments must be paid within 30 days of invoicing. Billing will reflect the actual costs incurred and any client requested changes will be billed additionally. I will advise you of any price changes and your remaining invoice will be adjusted. If there are any adjustments such as actual number of envelopes addressed your final invoice will be adjusted. If the number changes and supplies have already been ordered by us then you may be subject to extra costs for getting more supplies ordered. It is advisable to order extra to allow for these changes.

Addresses and Information

Please make sure all information provided is correct. All guest information for stationery must be provided correctly. Oh Wonder does not accept any responsibility for spelling mistakes or wrong information that you have provided. If a rewrite is needed then this will be charged on your final invoice.

Address Lists

Please layout your address lists as the example sent to you. This helps me centre and layout the envelopes as perfectly as we can. Any time spent reformatting your addresses will be charged at an hourly rate. Please triple check all spelling and etiquette.

Extra Materials

If we are handwriting items for you whether it be place settings or envelopes then we ask that you provide 20% extra materials. I am only human and unfortunately mistakes do happen.

Organic Items

I love to do calligraphy on whatever I can. If you want to use leaves, shells, wood or any other organic matter you can think of on your wedding day then we would love to do calligraphy on it. All items need to be provided to me cleaned and ready to write on.

Calligraphy and the Post

We are not responsible for any invitations and envelopes that do not make it to their intended address. Please check your address list carefully to fully ensure that all addresses are correct to minimize the chance of this happening.

Oh Wonder Calligraphy

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www.ohwondercalligraphy.com