

LYNDA LOVES

STYLISH STATIONERY & PAPER GOODS
CALLIGRAPHY & BRANDING

TERMS AND CONDITIONS

QUOTES, BESPOKE ILLUSTRATIONS & PAYMENT

Upon approval of the quote sent by LyndaLoves, a non-refundable 30% deposit of the estimated bill will be required prior to design work being started. Once final proofs have been approved and signed off by the client and printing has commenced, the remainder will be paid prior to dispatch of your goods. All costs are quoted in and are to be paid in pound sterling, by bank transfer. We charge a bespoke design fee starting **from £100.00** depending on the complexity of the design/illustration(s) required, in addition to your print costs. This includes map and venue illustrations and can be discussed at your consultation via email, phone or in person.

CANCELLATION POLICY

Orders cancelled following the confirmation of the order and any 30% deposit being cleared, but before approval of final proofs, will not have the deposit refunded but will not be charged for the outstanding 70%. Orders cancelled following the approval of the final proof will be charged at the total price. This is due to the bespoke nature of orders and materials purchased.

As your wedding stationery is personalised and unique to you, any orders that are cancelled after final proofs have been signed off will have to be cancelled by email or in writing and paid for in full.

Please remember that some stationery is handmade or hand finished to order. Variations can occur and this does not mean that our items are in any way faulty, we do our best to keep this to a minimum.

In the event of materials not being available, LyndaLoves has the right to replace with a material of equal or higher quality, which is to be approved by the client prior to order completion.

Once your artwork has been received by the printer, your wedding stationery will be ready for delivery within 2 weeks. If letterpress or foiling is part of your design the turnaround time is 3 - 4 weeks. If you are working to a tighter time scale we are happy to accommodate, but some schedules may incur a rush fee. Please mention your time scale on your initial enquiry.

LyndaLoves cannot be held responsible for any delay to delivery as a result of late payment.

DELIVERY OF YOUR STATIONERY AND PDF PROOFS

All wedding literature is posted via Royal Mail using a 24hr guaranteed tracking delivery service. Larger items such as table plans are delivered via Parcelforce using a 24hr guaranteed tracking delivery service. Both require signatures upon delivery. LyndaLoves accepts no responsibility for delayed items once they have been dispatched.

TABLE PLANS VIA PARCELFORCE*

*Table Plans incur a separate Courier delivery charge for UK deliveries if required to be posted, this depends on size/weight and prices will be quoted upon request.

PDF Proofs are sent via email, unless specifically requested. Great care is taken to ensure all information is accurate, however it is ultimately the responsibility of the client to check layout, wording, spelling and grammar. If designs are approved and signed off with type errors and subsequently printed, LyndaLoves takes no responsibility, and will not be liable for any resulting cost. If replacements are required they will be charged for in full. Therefore we would always encourage that you check spelling and wording thoroughly.

We would recommend that you carefully read the text to check for spelling errors, and clearly notify us of any information that you feel needs to be added or omitted. Any delay in approval of proofs may result in a delay to producing your order.

LyndaLoves recommends you order more invitations than you have initially calculated for. Many clients come back for extras. Reprinting items after your initial delivery carries a minimum printing cost of £60.00.

Any reprints due to customer error will be recharged at the full item price.

All proofing will be done by email unless paper copies are requested. Documents sent to you for approval will be in PDF format.

You will be responsible for proof reading and making final checks. You will be required to sign off and approve these proofs and confirm your final numbers by email. Proofs will be sent for each stationery item ordered. These must be approved prior to the commencement of your order. Any alterations following your signing off of proofs will incur additional charges to correct.

LyndaLoves will not be held responsible for delays in production and/or delivery due to customers not meeting sign-off deadlines.

Full payment of balance will be required when the invitation order has been completed and your remaining stationery will then be despatched. Payment details are found at the bottom of your invoice. Please make payment by bank transfer.

All designs are copyright of LyndaLoves and not to be copied or reproduced by any individual or party.

LyndaLoves will not be held responsible for any damage caused to stationery during posting to guests. Please ensure you take your items to a Post Office to check postage weights and stamps required.

LyndaLoves will not be held responsible for any damages once it leaves our studio.