

HOW TO GET STARTED

CURRENTLY WE ARE ONLY TAKING ONLINE ORDERS. YOU CAN GET STARTED BY FILLING OUT OUR FORM OR SEND US AN EMAIL WITH INFORMATION ABOUT YOUR REQUEST. WE CAN ALSO SCHEDULE A PHONE OR VIRTUAL MEETING IF YOU WOULD LIKE A MORE PERSONAL ONE-ON-ONE CONSULTATION AND WE CAN TALK ABOUT YOUR VISION.

WE ALSO HAVE SAMPLE MATERIAL PACKS AVAILABLE FOR PURCHASE SO YOU CAN FEEL THE QUALITY OF OUR PAPERS AND OTHER MATERIALS.

SEMI-CUSTOMIZATION

IF YOU LOVE ANY OF OUR PREVIOUSLY MADE DESIGNS AND YOU ARE READY TO ORDER, PLEASE FILL OUT OUR FORM AND SPECIFY WHICH DESIGN YOU ARE INTERESTED ON. THEN, PURCHASE THE APPROPRIATE SEMI-CUSTOM OPTION AND WE CAN GET STARTED ON YOUR CUSTOMIZATION.

SEMI-CUSTOMIZATION DESIGN FEE FOR SOCIAL INVITATIONS: \$95

SEMI-CUSTOMIZATION DESIGN FEE FOR WEDDING INVITATIONS: \$150

SEMI-CUSTOMIZATION DESIGN FEE FOR MATCHING DAY-OF STATIONERY OR ANYTHING OTHER THAN INVITATIONS: \$75

BRAND NEW CUSTOM DESIGN

IF YOU WOULD LIKE A BRAND NEW CUSTOM DESIGN, SOMETHING THAT WILL BE CREATED JUST FOR YOU, WE WILL BE THRILLED TO DESIGN IT. PLEASE FILL OUT OUR FORM WITH THE DETAILS AND SHARE WHAT YOU ENVISION. THEN, PURCHASE THE BRAND NEW CUSTOM DESIGN OPTION AND LET US BRING IN THE MAGIC AND SUBMIT A CUSTOM DESIGN PROOF.

BRAND NEW CUSTOM DESIGN FEE FOR SOCIAL INVITATIONS: \$175

BRAND NEW CUSTOM DESIGN FEE FOR WEDDING INVITATIONS: \$250

BRAND NEW CUSTOM DESIGN FEE FOR MATCHING DAY-OF STATIONERY OR ANYTHING OTHER THAN INVITATIONS: \$125

SAMPLES

YOU MAY ORDER A PHYSICAL SAMPLE AFTER THE CUSTOMIZED PROOF HAS BEEN SUBMITTED BY US AND APPROVED BY YOU. PLEASE NOTE THAT ORDERING PHYSICAL SAMPLES DELAY THE PROCESS OF PRODUCTION OF THE FULL ORDER, SO MAKE SURE TO REQUEST THIS WITH PLENTY OF TIME.

PHYSICAL SAMPLE FEE IS \$75.

ASSEMBLY

THERE IS AN OPTIONAL \$200 ASSEMBLY FEE FOR UP TO 100 NON-BASIC INVITATIONS AND \$.75 CENTS EACH FOR EVERY EXTRA INVITATION PAST 100 PIECES. NON-BASIC INVITATIONS ARE THOSE WITH POCKETFOLDS, GATEFOLDS, BOXES, ETC.... YOU MAY CHOOSE TO DO ASSEMBLY ON YOUR OWN, AND IF SO, WE WILL INCLUDE ONE INVITATION SET ASSEMBLED TO BE USED AS A GUIDE.

TURNAROUND TIME

- A DESIGN PROOF WILL BE SENT IN 48 TO 72 HOURS VIA EMAIL ONCE THE INITIAL PAYMENT IS MADE.
- ONCE PROOF IS APPROVED, IT TAKES 10-12 BUSINESS DAYS FOR A SMALL, NON COMPLEX ORDER TO SHIP.
- WEDDING INVITATIONS AND MORE COMPLEX, NON-BASIC INVITATIONS, MAY TAKE UP TO 8 WEEKS AFTER APPROVAL. THIS IS A ROUGH ESTIMATE MORE OR LESS DEPENDING ON OUR PRODUCTION QUEUE, QUANTITY AND COMPLEXITY OF ORDER.
- RUSH ORDERS ARE SOMETIMES A POSSIBILITY. A RUSH FEE APPLIES AND DEPENDS ON QUANTITY AND COMPLEXITY OF ORDER.

PAYMENTS

- *WE ACCEPT CREDIT CARD PAYMENTS ONLINE THROUGH OUR INVOICING SYSTEM.
- *ZELLE / VENMO / PAYPAL ARE OTHER ACCEPTABLE FORMS OF PAYMENT

SHIPPING

- SAMPLES WILL BE MAILED THROUGH USPS PRIORITY MAIL WITH TRACKING
- FULL ORDERS WILL BE SHIPPED THROUGH UPS WITH TRACKING
- SHIPPING FEES WILL BE ADDED TO INVOICES ACCORDINGLY

REFUNDS AND EXCHANGES

- OUR ITEMS ARE CUSTOM AND HANDMADE, THEREFORE, WE CAN NOT GRANT REFUNDS OR EXCHANGES. AN EMAIL WILL BE SENT TO YOU WITH A PROOF BEFORE ANY ITEM IS GONE TO PRODUCTION AND PRINTED. PLEASE MAKE SURE TO TRIPLE CHECK THIS PROOF BEFORE APPROVING IT. AFTER APPROVAL, WE ARE NOT RESPONSIBLE FOR ANY ERRORS MISSED.
- ALSO, PLEASE NOTE THAT WE ARE NOT RESPONSIBLE FOR ANY DAMAGES CAUSED BY DELIVERY CARRIERS SO WE CAN NOT GRANT REFUNDS FOR THIS MATTER EITHER.