



## Love Story Stationery / Terms & Conditions

Reading through T&Cs can feel like a chore...but please bear with us and read these carefully so we can make the whole process of designing and ordering your stationery a breeze! We have tried to use as little jargon as possible. If anything doesn't make sense, please let us know.

Many Thanks, Rachel.

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**Please note...** By "we" we mean Love Story Stationery, any member of our team - permanent, freelance or otherwise who are contracting to supply you with a service. By "you" we mean the client, the person or persons who wish to pay for our services under the terms and conditions stated here. Our Couture service is abbreviated to "CS" and our Ready to Wear stationery abbreviated to "RTW." Wherever it is not explicitly stated that a point applies specifically to either the CS or RTW it is inferred that it automatically applies to both.

### T&Cs

Samples are free of charge wherever possible, but at our discretion it may be necessary to charge £5.00 per sample in some cases.

### **Prices / Quotes**

All prices are subject to change. Written quotations are valid for 60 days.

CS and RTW prices on our website are listed only as a guide. Due to the bespoke nature of our service we tailor designs to suit your budget wherever possible. You will be given a written quotation either at the time of your consultation or soon after via email. All prices on our website are subject to change without prior warning.

### **Ordering**

Our CS includes a free consultation either in person, over the phone or via email depending on the most convenient for both parties. Please note we advise that you always order 'spare' items to accommodate any errors that may be made when writing / sending out invitations. Should you require any additional items once stationery has been printed we will always do our very best to accommodate this. Any additional items required after the stationery order has gone to print will incur a minimum of a £5 per item fee and may be significantly more than the price originally paid. There is likely to be a minimum re-order price of £30.00 depending on what you require. If in due course you realize you have ordered too many of a particular item, we will always do our best to refund you. However this is done at our discretion and often altering the quantities of an order also alters the price per unit.

### **Text, Wording & Images**

Text should be typed clearly and emailed to us at [studio@yourlovestory.co.uk](mailto:studio@yourlovestory.co.uk) Unfortunately we cannot accept any hand written text. Please type in upper and lower case as required, regardless of your chosen typeface. We cannot be responsible for any errors or omissions, spelling or otherwise in the text that you provide so please be sure to check all text and proofs carefully.

Images should be sent to us as JPEGs either by email or on a CD in the post. We are unable to accept hard copy images except at our discretion in unusual circumstances. Please note that the higher the quality or resolution of images you send, the better quality they will appear on your

stationery. We will always make slight adjustments where possible to maximize the quality of images. Please have a chat to us if you would like any tips or advice on the quality of your images.

## Payment

We will normally require a payment of 40% of the total value of the order before we can begin to design and make your proofs. For orders under £250 and for rush jobs we will normally require the full amount at this stage. Following your consultation, and once an order has been placed payment will be required within 10 working days to guarantee we can meet your deadlines. Once your Invitation designs have been approved in writing we will require the final 60% of the balance before we can continue with production. Payments will need to appear as cleared funds in our account before we can go ahead with any work. Our preferred method of payment is by BACS transfer through your bank but we also accept cheques and cash by prior arrangement. All of the payment details will be listed on your Order Form. For larger orders, or at our discretion, we may sometimes make other arrangements that may suit you better. Please do not hesitate to chat to us about this.

## Proofs

Proofs are sent initially via email and then a hard copy proof is sent in the post for you to approve before we go to print.

It is expected that you may require anywhere up to 5 proofs of designs (in particular of your Invitations) but hereafter it may be that there will be an additional charge of £12.00 per extra PDF proof. In light of this we would kindly ask that you look really carefully at your proofs and consider each aspect of them in as much detail as possible. This will ensure we are able to meet the deadlines that we set out at the time of placing your order.

Amendments to proofs are intended in the main for spelling and grammatical purposes only. It is understood that the vast amount of design decisions will have been made and agreed upon at your consultation or that you have viewed the design on our website and expect to receive a similar design. Changes to the design at the PDF stage should be minor (text, font, colours) and any larger changes may incur a further design fee. This is at our discretion. We will always do our very best to assist you wherever possible to ensure you receive stationery that you are thrilled with!

Proofs are initially sent to you by email as a PDF. Most computers have the capability to download PDFs. Should you have any difficulty in viewing the file please get in touch and we will direct you to the correct website where you can securely download the correct software for free.

We will of course always check wording and typing very carefully but please bear in mind it is your responsibility to check proofs for printing. Amendments should be detailed clearly in writing via email with reference to the proof by the file name. Once you are completely happy with the PDF proof we accept written confirmation via email to approve the designs before we produce a hard copy proof.

We will send you a hard copy mock up in the post for Invitations, Orders of Service (where content is received early enough) and Thank You cards. It is understood that smaller items such as Name Places or larger items such as Table Plans cannot be sent as hard copy proofs. The particulars of this can be arranged on a client-by-client basis. Envelopes are not normally sent with these proofs and placement of the 3mm Swarovski crystals will be marked but it will not be attached. Magnets, buckles or any further embellishments will also not normally be attached to these proofs. We will always do our best to supply hard copy proofs that use the actual card and ribbon you have chosen, but it may not always be possible and hard copy proofs may be printed on standard card stock and will not necessarily represent the final quality of your stationery. Where a hard copy

proof is sent it is of course included in the price. Should you require additional hard copy proofs these will normally be charged at £12.00 each.

We accept formal approval to go to print via email. If there are any changes to be made they should be outlined in writing via email also. We always keep our own copy of the proofs we have sent you and so there is no need to return yours to us.

We would ask you to respond to both emailed and hard copy proofs as soon as possible to enable us to meet your deadlines. Please note that stationery sometimes has to be produced last minute due to its very nature (for example Table Plans, Order of Service, Name Places). We would ask that you respond to proofs in these cases within three days (including weekends) by email, and should there be any amends required, as soon as possible. Should we not receive a response within this time frame we will endeavor to contact you. If we are unable to contact you we will inform you that your item(s) are being sent to print in order for you to receive them in time. We will not be held accountable for any errors in these circumstances.

### **Deadlines / Rush Orders**

Stationery is made to order and lead times vary. We will advise you of current lead times at the time of ordering. Rush orders are accepted at our discretion but do incur a fee. At the time of ordering please make us aware of all your deadlines. Wherever possible we will aim to deliver your stationery to you well in advance of your deadline but should lead times change we will always let you know.

We estimate a 4 week period between your Invitation designs being approved and final payment being made, and you receiving your invitations. For "On the Day" stationery such as Table Plans you will be advised according to your specific circumstances as to when information is required and when it will be delivered to you. It is understood that On the Day stationery will be ready to collect or delivered no later than 5 days prior to your wedding. If you require them earlier than this please let us know as soon as possible. The whole process from initial consultation to the time of you receiving your invitations typically takes between 12 - 14 weeks.

Where specialist materials must be ordered in for Rush Jobs please note a fee may incur should you decide to make changes to choice of materials. Any fees incurred by Love Story where materials must be returned to our suppliers will regrettably be passed on to you. An admin fee of £30.00 may also be applied depending on circumstances. We will always endeavor to minimize this wherever possible. Please note this may also result in a change in lead times.

### **Delivery**

You are always more than welcome to collect your stationery from Rachel's home in Altrincham with prior arrangement if this is convenient to you. Where stationery must be delivered, please note that the costs will be passed on to yourselves in addition to the cost of your stationery. Unless otherwise requested, stationery is sent by Royal Mail insured, tracked, next day delivery. A signature will be required upon receipt. We always ensure we package your items in as secure but cost effective way as possible. We do add a nominal amount onto the postage cost for the packaging and the time taken to process the postage. Prices are quoted on an individual basis due to the bespoke nature of our service before posting out your items and start from £10.00 per parcel. Payment must be received before we can dispatch your stationery. We will always try to send your stationery in as few separate deliveries as possible to keep your costs down.

We strongly advise that you check the contents of parcels before you sign for them. If you believe there to be any damage you must write "damaged" clearly on the receipt to be able to take this claim further. We cannot be held responsible for damage in the post or once you have signed for your stationery but will always do our very best to assist you in the unlikely even of this occurring.

We carefully package your stationery in solid boxes with bubble wrap / tissue paper as appropriate to keep these precious items as safe as possible.

In the unlikely event that you believe goods are faulty due to an error on our part please contact us in writing no later than 5 working days after receipt of your stationery. We would then ask you to return the faulty stationery to us in its original packaging (the costs of which would be refunded to you should it be deemed that a mistake has been made on our part.) We will then discuss with you the best way to rectify the problem whether this be to re-send part or all of the order or whether it be to issue a refund. Refunds are issued at our discretion.

### **Postage of your stationery**

We strongly recommend that you take any stationery that is to be posted to a Post Office sealed in its envelope to be weighed and measured to ensure you put the correct postage on your invitations, thank you cards and so on. We cannot be held responsible for any items that have incorrect postage (unless we are carrying out a fulfillment service for you by prior arrangement) or are damaged in the post. We will always advise as to the best way to package items with embellishments on as necessary. We also advise that you mark envelopes with the word "Fragile" if you are at all concerned.

### **Marketing**

From time to time we use examples of stationery for marketing purposes. We hope that you will feel as proud as us about showing off your gorgeous stationery! However, we would never use examples before the date of your wedding without prior permission. Sometimes we may also like to use a photograph of yourselves on a new design that has not been ordered before by way of a sample. If you feel you would not want any particular images of people (yourselves or otherwise) from being reproduced for these purposes please let us know at the time of ordering.

Please also note that most of our stationery carries the Love Story logo. This has been carefully designed to be able to be tailored to compliment your colour scheme and not in any way to distract from the stationery itself.

### **Our Products**

Please be advised that our products are not suitable for small children as they may contain small parts and plastic packaging. As our stationery is lovingly hand-finished / hand-made, slight variations in colour, texture, sizing, positioning, and tying of ribbon can exist between items. Please note, wider ribbons sometimes have a slight fraying with time and handling where they have been cut to size. We believe all of these factors only add to the charm of our stationery! We cannot be held responsible for any natural aging of products but insist on creating your stationery from only the finest materials to minimize this as far as possible.

Every effort is made to colour match proofs, printed material, paper and ribbons to your requirements but it is accepted that colours once printed may vary from proofs and to some extent this is out of our control. We work very closely with our external printers to colour match printing to limit any variations as much as possible. Occasionally when inks have been replaced there may also be some difference to colours printed in house, and again every effort is made to match final colours to those on proofs. If ordering standard smooth white or ivory envelopes there can sometimes be colour differences between batches or different sizes.

### **Copyright**

Our website, all artwork and designs are the property and copyright of Love Story Stationery and should not be reproduced or transmitted in any form without prior permission. All infringements of

copyright will be followed up. Please note that you are responsible for obtaining permission for the printed reproduction of any images, photographs and text including poems and hymns. You indemnify Love Story Stationery against any action brought against it for breach of copyright.

### **Data Protection**

Any information given during the course of enquiring and ordering may be used to assist with administration and for future marketing initiatives that we think may be of interest to you. All details are kept confidential and will never be passed onto a third party.

### **Cancellation**

We will always do our best to refund you wherever possible in the unlikely event that you cancel your order. Please advise us of this as soon as possible. Work that has already been carried out will be charged for, and this will include a fee of £75.00 for administration and consultation time. Any cancellations that are received after your stationery has been printed will be charged in full and no refund will be given. Credit notes and refunds are given at our discretion.

### **Force Majeure**

We will endeavour to supply you with your stationery as agreed but cannot be held liable for situations beyond our control such as discontinued materials, postal disputes, accidents, Acts of God, War, Strike, Labour Dispute, Fire, Flood, Drought.