

## ORDERING

We prefer you to order no less than 20 invitations. For larger orders we recommend ordering 5 extra day invitations just in case! Checking proofs is the responsibility of the customers. It is also your responsibility to obtain permission to use any copyright materials such as poems, hymns and readings used in your order of service cards.

## TIMEFRAMES

We advise you order your wedding stationery at least 6 to 9 months in advance and send your invitations at least 8 to 12 weeks before your wedding date. Please allow 4 to 6 weeks for standard production time on all stationery. Should you require a faster timeframe, please get in touch and we will endeavour to do our best for you. However, shorter timescales require payment in full. When you have placed an order we will agree on a delivery or collection date. Please adhere to these dates and provide your details within the specified time. Sample invitations will be delivered within 14 days.

## PRICING

All prices are subject to change without prior notice; however prices will not be altered where deposits have been paid in advance. Price includes inserts, printing, envelopes, RSVPs with pocketfolds, proofs and amendments to proofs.

## PAYMENT

Payments by cheque should be made out to 'Paper Panache' A 50% (non-refundable after 10 days) deposit is required to confirm your booking and begin production. The remaining balance of your account must be paid in full before we can dispatch your completed order. The price of samples ordered will be redeemable against orders placed if the total amount exceeds £100. Orders will only be dispatched once payment has cleared from both cheques and from any online banking payments. Receipts will be issued for all payments received.

## DELIVERY

All completed stationery orders are dispatched using Royal Mail Special Delivery service. This service provides insurance of up to £500 and guarantees next day delivery (before 1pm) This service will also require a signature; therefore the signature will provide proof of receipt. The size and weight of orders will vary considerably, we will advise you of the charge applicable to your order before dispatch. As a guide the cost of a parcel less than 1Kg will cost approximately £11 to £15. Greater than 2Kgs will be £23 plus. All other items will be dispatched using Royal Mail first class Recorded Delivery service. Again this service requires a signature, if you would prefer we can post to a work's address. Delivery charges are not included in the total price of your ordered stationery and we do not make a profit from postage and packaging. A free local delivery and pick up service at a mutually agreeable time will be available on request. Free P&P applies to orders exceeding £500.

## CANCELLATIONS

Cancellations will be accepted up to 10 days after we have received your initial 50% deposit, deposits are non-refundable following this period. Cancellations will be subject to any costs incurred (please be aware this may exceed the amount of the initial deposit paid) In the case of faulty products, Paper Panache must be informed immediately, and the items must be returned before a refund or exchange is offered.

**Our designs and concepts are copyright of Paper Panache stationery. Please be aware that some of the intricate detailing on some of our designs is not suitable for small children.**

**By placing an order with Paper Panache you are agreeing to these terms and conditions.**