



# Elegant Wedding Stationery by 'I do' Creations

Unit 4, Winking Hill Farm, Kingston on Soar, Nottingham NG11 0DP

Tel: 0115 714 8001 or 07787 503035



Email: [info@idocreations.co.uk](mailto:info@idocreations.co.uk)

Website: [www.idocreations.co.uk](http://www.idocreations.co.uk)

## Terms and Conditions

### General

If you live locally to Nottingham, we offer a free consultation at home or at our studios, therefore, please feel free to give us a call to book an appointment. Evenings and weekends are always available. Tel: 0115 714 8001 or Mob: 07787 503035.

If you are ordering from our website, we prefer the personal approach, therefore, we ask you to give us a quick call once you have placed your order so that introductions can be made and to discuss any concerns you may have in order to alleviate them prior to commencing our working relationship. It's your Big Day and we want to help make it as stress free as possible.

Our stationery is unique and all design rights are copyright of Ido Creations.com. However, if you are looking for a specific design which is exclusive to you please feel free to contact us with your ideas.

### Order Process

Your wedding theme and colour scheme can be adapted to most of our designs. Plus, we can personalise stationery to include your names and wedding date on the front of most of our ranges. It's your stationery and your big day, so feel free to personalise it as you see fit. Just contact us with the details.

A minimum of 6 to 8 weeks is required to design and personalise your stationery. However, please call or send an email if you require a shorter lead time as we will try to meet your needs.

Prices shown include envelopes with all invitations and RVSP cards. Envelopes supplied are either plain white or cream, unless otherwise stated.

We can provide pre-printed R.S.V.P envelopes at no extra cost, please ensure that should you require this service that you have included it on the order form.

Remember, that your stationery can be produced in stages, which will enable you to spread your costs and allow you to budget more economically. We recommend that you order your invitations and RSVP cards first, followed by order of service, place cards, menus and a table plan thereafter. We have a minimum order quantity of 10 items per design.

### Payment

A 50% non-refundable deposit is required when you place your order which can be paid by cheque to E Belshaw, bank transfer or paypal. We will of course, let you know by text, email or telephone call as soon as payment arrives and confirm details of your stationery order.

The outstanding balance will be required prior to posting your order and payment is required by one of the methods stated above. No orders will be dispatched until the final payment has been received and cleared.

### Delivery

All orders are sent by Royal Mail's Recorded Signed For™ service so please be aware that a signature will be required upon receipt of your stationery. We will inform you by text, email or telephone call when your stationery items have been despatched.

Delivery time of your stationery is usually 1 - 3 working days.

## Proofs

You will be required to sign off a proof of each item, therefore, this will be the latest opportunity to make any alterations. Please mark clearly any amendments you wish to make and return back to us as soon as possible. Email notification is always welcome. Once we have received confirmation we will start to produce your stationery. Please bear in mind that it's the responsibility of the client to check proofs very carefully and amendments received after sign off may incur an additional charge.

Upon receipt please check the contents and notify us immediately in the slight event of there being any discrepancies.

## Cancellation/Refunds

In the unfortunate event that you are not entirely satisfied with your order, we only refund if items are faulty or an error has been made by us. We do ask that you approve your personalised wedding stationery before it is made, as refunds after completion of order cannot be given for orders on stationery if they are inline with the signed proof.

All our stationery is hand crafted, therefore some very slight variation may occur between items.

## Pricing

Prices are subject to change; however, this does not affect any confirmed orders at that time.

Remember, if you have any questions just pick up the telephone and give us a call on 0115 714 8001.