

ELEGANT WEDDING STATIONERY

BY 'I DO' CREATIONS

I DO CREATIONS,
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Terms and Conditions

General

We prefer the personal approach, therefore, we ask you to give us a call prior to placing an 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 and idocreations.co.uk. 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. Framed Luxury Table Plans and 'On The Day' Wedding Stationery requires a minimum of 4 weeks. 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. If required, coloured or pearlised envelopes can be purchased for an additional cost.

Pre-printed R.S.V.P envelopes are produced at no extra cost.

Your stationery can be produced in stages, which will enable you to spread the cost and allow you to budget more economically. For example, we recommend that you order your invitations and RSVP cards first. A 50% deposit will be required on placement of an order and the balance will be required 4 weeks prior to delivery. Then 8 weeks prior to your wedding date confirm your order for your 'On The Day' wedding stationery, Table Plan and Order of Service. A 50% deposit will be required and the balance payable 4 weeks prior to delivery. Amendments to Table Plans and 'On The Day' wedding stationery can be made up to 2 weeks before your wedding date.

Orders have a minimum quantity of 10 items per design on on all cards

Payment

Payment can be made by cheque:-

payable to 'I Do Creations';

Bank transfer :-

Name of Account: I Do Creations. Bank: Lloyds.

Account No: 13452468 - Sort Code: 30-18-98 or;

through Paypal should you wish to pay by credit or debit card, however, this payment method carries a 2% service charge.

Delivery

Full payment must be received and cleared before we can dispatch your order. Orders are usually sent via UPS or another reputable carrier and a signature will be required upon receipt. Therefore, please ensure you designate a delivery address where someone can sign for your wedding stationery. Confirmation of dispatch will be sent via email along with tracking details, on the day of dispatch. Delivery time is usually next working day for all stationery orders.

Samples and any additions to orders are sent by Royal Mail 1st Class post, therefore please allow 1-3 working days for delivery unless otherwise specified.

We cannot accept any liability for late deliveries once they have left our premises which are due to circumstances outside of our reasonable control. Upon receipt of your order, please check the contents and notify us immediately in the slight event of there being any discrepancies.

Proofs

You will be required to sign off a proof of each item. 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.

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.

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 9832815.