

Terms and Conditions

By signing the order form you agree to the following terms and conditions. Please read them carefully

Ordering and Timings

When first enquiring with FairyFrog you will be advised of production times and completion dates to work with. Ideally we recommend placing an order at least three months before you intend to send invitations out. If you have an urgent deadline you must inform us before you order as we will do our best to fit it in around our schedule. Once we've received your order we aim to get your PDF proof to you within 10 days. Once approved please allow up to 6 weeks for the order to be completed and delivered. Information for items needed on the day must be signed off a minimum of 3 weeks before the event to guarantee the delivery of items in time for the event. Delivery can rely on prompt payments, signed forms and proofs. It is your responsibility to order in good time.

Quantities

A minimum order of 20 is required for Save the Dates, Invitations, Order of Service, Order of the Day, Place Cards, Place Labels and Thank You Cards. We recommend ordering a few extras in case of last minute guest changes or any mistakes made whilst writing out names.

Wording

It is up to you to provide your chosen wording for all of your stationery. It is your responsibility to get permission for any copyright material, for example hymns or poems that may feature in your stationery.

Designs

All stationery and designs are the copyright of FairyFrog. Computer screens do not show an accurate representation of colour so you may find slight variations on the final printed product. Print colour may vary slightly when orders are printed at different times. We cannot guarantee that if you order any other stationery at a later date that the production colour will exactly match your previous order. It is your responsibility to ensure you have permission to use any material you ask us to include on your stationery (i.e. photographs/imagery, poems, hymns etc)

A bespoke service will cost a one off fee of £50 which includes a consultation, research, design, proofs and up to two amends to the design. The one off fee is payable before work starts and is non refundable. The stationery will then be purchased as extra items once the design is complete and signed off. If you like an existing design but would like to adapt it to suit you then this will cost £25. FairyFrog wedding reserves the right to add your design or elements of it to our range of wedding stationery after your wedding date.

Payment

50% deposit is required with the initial order and the balance due with the returned signed proofs. No work can begin until the appropriate payment has been made. We currently accept cheques or payment by PayPal or bank transfer (Details will be provided on request). All goods remain the property of FairyFrog until payment is made in full.

Prices

Prices are subject to change without notice. Any price increase will not affect orders that have been confirmed.

Proofs

Once your order has been received and payment cleared a proof is sent via PDF on email (unless specifically requested otherwise) for you to check spelling, wording and layout. If there are any amends needed a second proof will be supplied. Any further amends after this time will incur a charge of £4.50. Amends must be emailed or posted to us and we will need written confirmation on email/post that you have approved the design and it is ready for printing. FairyFrog cannot be held responsible for any typing errors that go unnoticed after the proofs have been approved. If items need to be reprinted due to your error it will be treated as a new order and charged accordingly.

Delivery

We take great care to ensure safe and prompt delivery. Items are sent Royal Mail Special Delivery or another national courier service, requiring a signature on arrival. Postage and packing will be charged on orders as follows: Orders under 50 items will be £10.00, orders between 50-100 will be £20.00, orders over 100 items will be £25.00. These prices cover two separate deliveries, i.e. if your items are sent at separate times (invitations first, 'on the day' stationery second) Any further orders to be delivered at different times may occur an additional postage cost. FairyFrog accepts no responsibility for any damage to goods or loss in transit. If this is a concern to you please contact us to make alternative arrangements. We accept no responsibility for delayed delivery due to circumstances beyond our control, such as postal strikes, mistakes made by the Royal Mail/Courier Company or a delay in the delivery of materials. If there is a problem you will be contacted immediately and we will do our best to overcome this. If you live locally orders can be collected with prior appointment.

Mistakes/Refunds

In the unlikely event an error is made on our part after the proofs have been approved we will replace or change items free of charge. In the event of an order being cancelled we cannot refund any monies once work has commenced.

In the unlikely event of a complaint FairyFrog must be notified in writing within 7 days of you receiving your order. No claims will be accepted after this period. Refunds or exchanges can only be given where goods are found to be faulty or the specifications of the order have not been met.

We cannot be held responsible for damage that occurs when you post individual items to your guests. We can offer advice regarding posting methods if you wish.