

Terms & Conditions

Unfortunately, even wedding invitations and stationery are subject to “the legal bit”. We therefore recommend you take time to read through the following Terms & Conditions – once payment for an order is received, orders are provided on the basis that a customer has read, understood and accepted these Terms. Heart Wedding Stationery accepts no liability if any of these Terms are not met and/or understood that results in delayed/missing etc. orders. For any orders where there are any issues via third party businesses we use to undertake and complete your order must be flagged to us within 24 hours. A reprint is always the first point of call for any printing errors before a refund is explored. For damage all claims will be processed with the courier before a reprint can be actioned except in extraordinary circumstances.

If any of the following require clarification, please contact us by email at info@heart-weddingstationery.com, or by using the contact form on our website.

These Terms and Conditions will apply to any contract between us for the sale of goods and services to you.

Your acceptance of our quote will take place when you place your order with Heart Wedding Stationery, at which point a contract will come into existence between you and Heart Wedding Stationery.

1. Ordering & Payments

1. Each job is unique and so without knowing your specific requirements and quantities it is hard to have a set list of prices. You can have embossed details, deboss details, foil pressed or printed stationery. You can have them all singing and all dancing or you can go very minimal. You can have the invitation card and RSVP card, or you can add a details card, a map, pre-wedding celebrations. You can have a pocket for your invitation cards, a sleeve, you can add envelope liners...With this in mind it is difficult to provide a list of prices for such a bespoke service. As a guide, my couples on average spend approximately between £900 and £1200 on 50 foiled wedding invitation suites.
2. Orders are placed through the request of a quote. All quotes are valid for 30 days and we reserve the right to change pricing at any point.
3. All orders are payable in full and up-front.
4. Commencement of your order will not begin until your order has been paid for in full.
5. We do not take deposits.
6. It is the clients responsibility to ask any questions prior to placing an order to ensure that they are fully informed of their choices before payment. Heart Wedding Stationery will not, under any circumstance, replace, reprint or refund any order that has been made by the client that turns out to be incorrect due to lack of clients responsibility.

2. Proofing

1. Before work can begin on your order you will be sent a request for your information by email to begin the electronic proofing process; this proofing process, including but not limited to content, personalisation, layout etc.
2. The entire proofing process must be completed via email and must be completed on time to ensure that the production of your order can be fulfilled to a schedule.
3. Deadline dates will be given if timescales are tight and these must be adhered to; deadlines dates are given to ensure production of your items can be completed in a timely manner.
4. Heart Wedding Stationery takes no responsibility for delays in proofing rounds due to poor organisation and missed deadlines.
5. First proofing rounds are completed within 10 business days (usually sooner). Subsequent proofing rounds also take up to 3 business days to complete. These do not include weekends, bank holidays or days the studio is scheduled to be shut.
6. Proofs with mock-up print files are sent by email and we arrange two further rounds of proofs included within the cost of your order. Any subsequent proofs required due to customer requirements are charged at £15 per round, which must be paid before any additional proofs are created and sent.
7. We ask clients to provide us with the information to create the proofs, including any custom requests including colour changes. As we primarily copy and paste information it is the customer's responsibility to check spelling, grammar and details of the initial details sent to us, and the proofs created following this.
8. We do not amend any inaccuracies. Furthermore, any information where we have not copied directly is open to human error. Therefore we advise clients not to presume information is always copied accurately, and to check every round of proofs against the original details sent, to ensure accuracy. We expect clients to do this on every round sent.
9. Please note, if you have had previous stationery items from us, do not assume that proofs for subsequent items will be sent in exactly the same format, colour etc. We cannot keep files due to GDPR and therefore are not able to refer back to previous work for specifics such as layout, font choices, colour etc. It is up to the client to stipulate key areas that need to be changed in order to match previous orders.
10. Heart Wedding Stationery is not responsible for any items that are sent that do not match those that came before - proofing is used for this reason.
11. It is the customer's responsibility to check all proofs received for errors, layout, spacing, grammar, colour and that all elements (inserts, belly bands, envelopes etc) are included in every set of proofs we send. Heart Wedding Stationery cannot be held responsible for any inaccuracies or missing elements once proofs are signed off, even if these elements have been included previously.
12. Clients are responsible for checking ALL their details are included and correct on every round of proofs sent. It is down to the client to read and action any email sent from Heart

Wedding Stationery in a timely manner, especially when timescales are tight. Due to limited resources, Heart Wedding Stationery will not chase couples for information if emails have not been replied to and take no responsibility if deadlines are missed as a result of clients not actioning emails sent to them.

13. We are a very busy team and continued chasing causes delay in production to other clients and backlog; therefore please read every email carefully and thoroughly to ensure that you are not missing any action points, and action any point appropriately and in a timely manner.
14. For any items that are personalised (such as invitations) a PDF will be sent to you of the entire set of personalised files once you have agreed to sign off. This will be sent prior to sign off. These files must be checked thoroughly to ensure that names are spelt correctly, names are not missing, lines are included where names will not be entered, formatting etc.
15. Once you have checked these over, the sign off link will then be provided to you. Once signed off, files will be printed. If errors are found following this Heart Wedding Stationery will not reprint files without further charges being applicable.
16. Only sign off once you are happy that all personalisation is correct and included.
17. The signing off process takes place via an email link and form; this is a mandatory requirement of the proofing process and no production or printing will commence until this process has been followed. Failure to do so in due time can result in your order not being completed. Heart Wedding Stationery is not responsible if deadlines are missed due to sign off not occurring.
18. Due to limited resources, Heart Wedding Stationery will not chase couples for their sign off as this can delay other clients' order production and create a backlog. It is the responsibility of the client to read and sign off their proofs in a timely manner, and to contact Heart Wedding Stationery if they cannot sign off for any reason.
19. Do not assume that work will begin in this instance; sign off is mandatory and no work will begin until sign off is complete.
20. We strongly advise clients check their items and report any errors before sending them to guests or displaying them at a venue. You need to check your items and report errors within 24 hours of receipt.
21. If, in unfortunate circumstances your stationery is found to have errors on them once received, please contact us in this instance as we offer discounted reprints for customer approved errors.
22. Under no circumstances will Heart Wedding Stationery provide replacements for free if errors are found once proofs have been agreed to and signed-off. Errors include, but not limited to incorrect spelling, grammar, layout, colour etc. We will also not reprint any items that have been damaged in transport, that then need further changes made. Original like-for-like replacements are sent only and no further adjustments to the proofs will be made unless paid for.

23. Upon completion of the proofing phase, items are immediately committed to print. It is therefore recommended that proofs are only signed off when details & specifics are no longer subject to change. Once printed, proofs cannot be changed and any subsequent changes requiring a reprint will result in an order being payable in full.
24. If a client wishes to change from one design to another following the issuance of an initial digital draft, this will require a fee of £50, to cover the time taken already.

3. Bespoke Service

1. Heart Wedding Stationery works with a number of artists for the creation of illustrative work. This work remains the intellectual property of the original creator and cannot be distributed, duplicated or re-sold without the express permission of the original artist and/or Heart Wedding Stationery.
2. Any bespoke set of stationery created remains solely the property of Heart Wedding Stationery. Any client found to be editing, duplicating, or re-producing work created by Heart Wedding Stationery will be subject to legal resolution.
3. Heart Wedding Stationery reserves the right to re-use any design concepts created for future customers.

4. Invitation Assembly

1. All of our designs come with each individual part ready to use. We do not always send invitations fully-assembled which includes but is not limited to belly bands, wax seals, vellum jackets. This is to make it easier for clients to check before handing out to guests as well as preventing any unnecessary damage.
2. If you have any issues with assembly then please email us. We do not provide assembly instructions as the vast majority of clients do not require them, however these can be provided upon request.

5. Delivery

1. To protect stationery in transit, all items are very carefully packaged and leave us in excellent condition. In the highly unlikely event that items are damaged in transit, you must report any damaged items to us within 24 hours of receiving your order.
2. Any damage reported to us after this period will be classified as damaged after arrival (not due to courier) and will not be replaced.
3. We also strongly advise that once you are in receipt of your items that you check them thoroughly before assembly/display/posting. Heart Wedding Stationery cannot be held responsible for client approved errors and once items have been received any approved errors need to be reported.
4. Dependent upon size and quantities, stationery orders are sent by Royal Mail, or courier. Where applicable a tracking code will be provided.

5. Once within the delivery network Heart Wedding Stationery is not responsible for delivery timescales. Customers will need to contact the relevant shipping party with their tracking code for further information.
6. Heart Wedding Stationery is committed to doing its bit for the environment - it is standard practice to re-use delivery boxes obtained from supply orders and use them for client orders.
7. It is the client's responsibility to make sure the delivery address is accurate. Please note, that due to the delivery method you may be required to sign for your delivery. We cannot take responsibility for any lost items and if an incorrect address is found to be used, no refunds will be issued.
8. Please note, commercial addresses are NOT to be used for shipping addresses due to frequent loss of item. Your house address is the only shipping address we will accept.
9. Heart Wedding Stationery are not responsible for any damage sustained to invitations during transport to guests.
10. Heart Wedding Stationery does ship outside of the UK, internationally.
11. If an item arrives damaged from a third party (outsourced printing such as boards etc) then we will require pictures of both the damage and the box it arrived in. Failure to produce either of these will result in no replacements being arranged; we cannot claim without photographic evidence. We will only re-print the original artwork sent in these cases - we will not amend files that have already been printed once - you will receive a like-for-like replacement only.

6. Lead Times

1. Our minimum lead time is 4 weeks, however as every order is individual and will take different amounts of time, a maximum lead time is not always possible, but we would hope this would be less than 6 weeks. Please allow a MINIMUM of 4-6 weeks for any order.
2. Typically we require 10 working days for the first draft, 3 working days for subsequent rounds and 14 days for print and production following sign off. You must contact us before placing an order if you think these time frames are too long, to determine our exact lead time at that specific moment.
3. Heart Wedding Stationery will not be responsible for missed deadlines or provide refunds on orders whereby the client has not reached out or informed us of their requirements prior to placing an order. It is the client's responsibility to be up front and honest regarding their required timeframes before purchase.

8. Advertising

1. We reserve the right to use pictures of your invitations/stationery for advertising and marketing purposes.

2. Any photographs taken of your stationery will be used for promotional means once your order is completed.

9. Receipt of Order

1. We expect clients to check their order within 24 hours of receipt. If items are considered to be missing, we require to be informed within 24 hours of receipt.
2. We expect clients to thoroughly check their order the day they receive it, and no later.

10. Copyright

1. If opting for religious text/scriptures, poems or readings for any wedding stationery clients are responsible for ensuring that permission is granted to use any material that will be included in your wedding stationery and indemnify Heart Wedding Stationery against any breach of copyright.
2. Any and all designs are, and remain, the intellectual property of Heart Wedding Stationery, it's associates and owners. Designs will not be sold, leased or given to any person. This also covers any design work including, but not limited to venue illustrations, couple illustrations, any design work displayed on our website, social media or elsewhere in its entirety. All work is retained by Heart Wedding Stationery.