



online wedding stationery boutique

WORKING WITH US

1. How do I check my order status?

You can contact us telephonically on 082 744 9212 or send an email to info@bespokeonline.co.za we will respond within 24 hours regarding your order status.

2. How long does it take to receive my invitations after I order them?

A Minimum of 7 – 10 working days are required, once the deposit is received, for an order to be ready for dispatch. You will be notified immediately should we need any more time to complete your order.

3. How do I contact you?

A: Feel free to contact us on 082 744 9212 during studio hours (9:00 to 16:00) or;

B: Send us an email at info@bespokeonline.co.za we will respond within 24 hours.

4. Do you have a store?

No. We do not have a physical store, but the collection can be viewed at the following loctions:

Cherry on top shop:

No5 6th street, Parkhurst

<http://www.cherry-ontop.co.za/>

Concepts bridal library:

Unit 76, Deco Park, New market road, Northriding

<http://www.conceptsbridallibrary.co.za/>

5. Do I have to order a minimum number of invitations?

Yes, you have to place a minimum order of 20 invitations.

6. Do you charge VAT?

No, we are not registered for VAT at this time, so you will not be charged VAT.

7. I need some advice? Can I arrange to meet with you?

Yes, after hours consultation can be arranged on request in the Johannesburg area.

POSTAGE

1. How much do you charge for postage and which method do you use?

Next day door-to-door courier charges are included on all quotes. No courier charges will be levied if an order is collected.

2. How do I track my order?

We will supply you with your a tracking number for your order, once it has been dispatched.

PROOFS

1. Do you offer printed proofs?

Unfortunately we do not offer printed proofs, we will however supply you with a sample of your invitation before you place your order.

2. Do you offer digital proofs?

Yes, we will send you a new digital proof after every round of changes. Please note that only two rounds of changes to the catalogue design are included in the cost of the order.



online wedding stationery boutique

3. Do I have to spell check my proof?

Yes, although we take great care not to make mistakes, proof reading is the responsibility of the client; we will take no responsibility for errors once the proof has been signed off.

SAMPLES

1. Do you offer samples?

Yes, to ensure that you are completely satisfied with the colour, finishes and paper quality of our products, we strongly recommend that you order a sample of the stationery before placing the full order. Samples are charged at a nominal fee of R250 per sample.

2. How much do samples cost?

A fee of R250 is charged up-front for a sample.

3. How long does it take to process my samples order?

A minimum of 5 – 7 working days is required for a sample to be ready for dispatch.

4. Can I customise my sample to look like my actual invitation order?

Yes, the design process has to be complete and the digital proof signed-off before a sample will be made.

5. Can I make changes to my invitation once I have received the sample?

Yes, but they will be charged for at R250.00 per hour.

6. Do I have to order my invitations from Bespoke, if I ordered a sample?

No, if you are not satisfied with your sample for whatever reason, and do not wish to make use of our service, you have no further obligation to us.

7. Do I have to order a sample?

No, but if you wish to forgo the sample, we will not take any responsibility if you are dissatisfied with the colour matching or paper of your order for whatever reason. We will however endeavor to rectify any blatant quality issues.

CUSTOMISATION PROCESS

1. How do I customise my invitation?

All of our designs are fully customisable, just follow the step by step customisation process on our website when you place your order. You will be able to select a colour scheme as well as change the pattern* of a design to suit your wedding's unique personality. You are also welcome to supply us with your own wording for the invitation.

**Pattern changes are only allowed when ordering stationery from the COUTURE collection.*

2. Can I change the format of a design?

No, we cannot change an invitation to a different size or format.

3. Do you accept custom color requests?

Yes, if you cannot find the colour in our standard pallet, we will be happy to accept a custom color request.



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4. I want to use a specific color, but I don't know how to describe it to ensure my invitations are correct. What should I do?

Visit your local hardware store to find the PLASCON paint swatch that matches your colour and send us the code. Although we cannot guarantee a perfect match, it will at least enable us to match your colour as close as possible. To avoid confusion, please ensure that you only reference a PLASCON paint swatch.

5. I found the color that I want on a website. What should I do?

Because of calibration differences, we are not able to accept color requests based on what you see on a computer monitor. Similarly, we cannot match our designs to colors printed on your home printer.

6. I want to change the background color of my invitations to a dark colour, but the text is black. Can I change the color of the text?

Yes. We can change almost any design or text color. If we can't accommodate your request, we will contact you to discuss other options.

PAYMENT

1. When do I have to pay the deposit?

After you have received your sample, and want to place your order. We require a 50% (non-refundable) deposit and confirmation of your final order (signed quote) before any work will commence.

2. When is the balance of the payment due?

The balance of the payment is due once the order is ready to be dispatched.

3. What payment methods do you accept?

Unfortunately at this time, we only accept electronic transfers.

4. Will I have to pay extra if my order is urgent?

Urgent orders may incur an additional charge, which needs to be quoted on. We will however try our best to accommodate urgent orders free of charge.

CANCELLATION

1. Can I cancel my sample order?

No, the fee for the sample is non-refundable.

2. Can I cancel my invitation order?

Yes, we will refund 50% of your deposit should you wish to cancel your order before it has gone into production. If your order has gone into production, you will be liable for the full cost of the order as quoted.

PAPER STOCK

1. What paper stocks are available?

The bulk of our invitations are printed on HEAVEN 42, a high quality environmentally friendly paper carefully selected to ensure your invitations has a luxurious feel. We can also produce invitations using either a white or grey shimmer paper stock (please note that this stock is not as thick as the HEAVEN 42 and might not be suitable for single card designs). As part of the design on some invitations we also use a natural translucent paper or a metallic translucent paper.



online wedding stationery boutique

ENVELOPES

1. What envelope sizes are available?

All our invitations are either 150mm X 150mm or 210mm X 99mm (DL) when finished. The envelope sizes available match the sizes of the invitations.

PERSONALISATION

1. Can you print recipient addresses and / or names on my envelopes for me?

Unfortunately, we do not offer address uploading or a direct mail service at this time.

REPRINTS

1. My invitation contains an error or misprint and it is not so on the proof that I signed off, what can I do?

If the error was caused by any of our designers, we will happily reprint it at no cost to you, or you may choose to keep the order as is and we will apply a 25% discount to the order.

2. I noticed a mistake on my invitations that I didn't notice when I signed-off the proof, this is my mistake, what can I do?

Should you wish to reprint an order due to a mistake on your behalf, we will be able to do so at a discounted rate. The percentage discount will be based on the amount of changes required and is given at Bespoke Wedding Stationery Boutique's discretion.