

TERMS AND CONDITIONS

Please read the terms and conditions carefully.

By ordering any products on www.bespokeonline.co.za or paying any money to Bespoke Wedding Stationery Boutique you indicate your agreement to the terms and conditions as they are set out in this document.

Our Proofing and Design Process

- 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 which includes courier charges for the sample.
- 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.
- A digital proof of the design will be sent to you, please mark any changes clearly and send it back to the designer assigned to you.
- Proof reading is the responsibility of the client; Bespoke Wedding Stationery Boutique will take no responsibility for errors once the proof has been signed off.
- A new set of proofs will be sent to you after every set of changes.
- Only two sets of changes to the catalogue design is included in the cost, this includes colour, design and wording changes, any additional changes will be charged for at R250.00 an hour.
- Only the colour of the designs in the CLASSIC collections may be altered. More complicated design changes will however be allowed to the designs in the COUTURE collection.
- A sample will only be made once the digital proof is signed-off.
- Any amendments made to the design after the sample is made will be charged for at R250.00 an hour.

Prices

- Prices on the website are indicative prices only based on the catalogue design. An accurate quotation based on your specific needs should be requested.
- Prices on website may change at Bespoke Wedding Stationery Boutique's discretion without prior notice, only prices within an official quotation can be guaranteed.
- Quotations are valid for a period 15days only.

Payment

- Once the sample has been signed off we require a 50% (non-refundable) deposit and confirmation of your final order (signed quote) before any work will commence.
- The balance of the payment is due once the order is ready to be dispatched.

Cancellation

- Should you wish to cancel your sample order, the fee for the sample is non-refundable.
- We will refund 50% of your deposit should you wish to cancel your order before it has gone into production.
- You will be liable for the full cost of the order as quoted, should you wish to cancel your order once it has gone into production.

Production and Dispatch

- All of our products are hand-made so slight variations may occur from time to time.
- Colour matching between your order and the sample cannot be guaranteed should a period of more than four months lapse between the sample order and the actual invitation order (this is due to a slight ink discolouration that occurs over time).
- A minimum of 5 – 7 working days is required for a sample to be ready for dispatch. The production time of CLASSIC collection designs are shorter.
- A Minimum of 7 – 10 working days is 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. The production time of CLASSIC collection designs are shorter.
- Urgent orders may incur an additional charge. We will however try our best to accommodate urgent orders free of charge.
- Courier / deliver charges quoted for are overnight door-to-door delivery.
- Although we take great care when packing your order. We will take no responsibility for any loss or damage incurred during postage or for late delivery due to reasons outside our control (postal strike etc).

Reprints

- If an order were to contain an error or misprint 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.

Copyright

- All designs, samples, correspondence, logos, information and data contained in this document and on our website is the intellectual property of Bespoke Wedding Stationery Boutique. None of the before mentioned may ever be copied, reproduced or used publically for any reason without prior consent from the management of Bespoke Wedding Stationery Boutique.