

Terms & Conditions

Proofing

It is your responsibility to carefully review your samples for any error. That includes: spelling, layout, website URLs, phone numbers, directions, etc. Once you give your final approval any errors are corrected at your expense.

Timeline

A timeline and estimated completion date will be given upon ordering. Majority of orders are completed within 2 - 4 weeks from payment. Rachel Elizabeth Illustration will strive to work within this timeline, but it is important for the client to also cooperate in a timely manner. Any late amendments or increase in order may push back the completion time, or need an additional later postage.

Pricing

Rachel Elizabeth Illustration reserves the right to change prices without notice. Pricing changes may be affected by an increase or decrease in supplier, service and/or production costs. Quotes and estimates are valid for 30 days unless told otherwise. Pricing for stationery is sealed once a deposit has been paid, however changes to style or design can affect the quote given.

Design Property

All designs and concepts are property Rachel Elizabeth Illustration. Rachel Elizabeth Illustration retains all rights to use the preliminary and completed designs for the purpose of display or for other clients, upon request.

Copying

It is important to us that every piece of stationery we create is our own. Sending inspiration from Etsy, Pinterest, etc. to give an idea of your style is great! However, copywrite limitations will and may impact any designs if you want us to replicate pre-made designs. Please discuss with us prior ordering.

Payment & Accelerated Orders

Orders may be considered accelerated if they are needed within a 2 week turnaround. Accelerated orders are accepted depending on availability and the requirements of the project. Accelerated can incur an additional charge of 10% to your order total, as well as additional postage fees based on Royal Mail. Final payment is due prior to printing. Rachel Elizabeth Illustration currently accepts cash, credit cards, paypal, bank transfer.

Returns & Cancellations

If there is a need to cancel your order, please contact Rachel Elizabeth Illustration right away. If your final approval has not been received and your project has not gone into production, you are responsible for your deposit and any materials that have been purchased. If your project has gone into the production process you are responsible for the entire amount as agreed. Because of the personalization of custom stationery, orders are non-refundable, without exception. Every effort is made to assure your satisfaction. If there is an error on the part of Rachel Elizabeth Illustration, we will do our best to correct the problem.

Delivery

All shipping and postage will be assumed by the client. Rachel Elizabeth Illustration is not responsible for any damages incurred during shipping and/or mailing or invitations that are not delivered. Any shipping charges will be added to your final invoice. All invitations are delivered via Royal Mail tracking.

Post Office

Invitations occasionally incur additional postage because of their weight, or due to the shape of the finished piece. Rachel Elizabeth Illustration is not responsible for invitations or stationery that is lost in the mail or is destroyed through the mailing process.

Deposit & Payment

The deposit for each project begins at £25 and can vary dependant on your order. The deposit is due at the time of your order. Design will not begin without the deposit. The deposit will be applied to the total amount due for the wedding invitations/other products. The deposit is non-refundable. The remaining balance must be paid in full before sending to print.