

GENERAL INFORMATION

ORDER A SAMPLE:

We suggest you order a sample of the wedding package you are considering. The sample will be the same color combination you see depicted in the suite and includes the invitation, response card and their envelopes only. The cost for each sample package is \$20.00 and will be deducted from your wedding package if you purchase one from us. The sample is to depict overall printing quality, envelope size and color, and lamination. If sample is on soft white stock and you are considering a different paper we can include a piece of that stock in your sample packet at no additional charge. Also if you are considering a different color combination, let us know the envelope color you are considering and if we have a sample of that color in stock we will also include it. Please indicate requests in "additional comments" box. Unfortunately, we cannot supply samples on different stocks and in different colored inks. We cannot address print quality or lamination complaints if a sample was not been previously requested.

CONSIDER YOUR DATE:

We need 3-4 weeks to order supplies and schedule press time from your approved layout to finished invitation package. More time may be required if additional pieces are ordered. Please be aware to expedite your order will accrue additional charges. So, consider the date you or your calligrapher needs to address your invitations, when you would like your guests to receive them, and shipping time from us to you. Rule of thumb is your guests should receive your invitations 8 weeks in advance of wedding date. Less time may be appropriate if you sent a save the date card or if your caterer needs less time. We can expedite shipping at an additional cost to you if necessary.

CONFIRMING YOUR ORDER:

You must get a confirmation from us for your wedding invitation package. Please do not assume since you ordered a sample or requested a quote that your invitation package has been ordered. We at Fiddlesticks will only accept as many packages as we are able to fill to meet our quality standards. You must receive an email confirmation from Fiddlesticks that your package and due date has been confirmed.

EMAIL US YOUR FILES:

Email us your files including font and color selections and all your information for each piece you are ordering. Please proofread your information carefully before you send it to us and then once again when we email you your proof as Fiddlesticks is not responsible for any typographical errors. We will email you your proof with an approximation of the colors you ordered for confirmation. We cannot be responsible for any color discrepancies from monitor depiction to actual printed material. We will email one original round of proofs and one additional corrected set of proofs at no charge. Any additional proof rounds will be charged to you at a rate of \$35.00 per round.

PAYMENT:

At the time of your proof we will charge your credit card \$200.00 to set up proof and order supplies. This is a non refundable charge if you cancel your order. At the completion of your package we will charge you the balance + shipping (UPS Ground unless expedited ship has been requested). We accept MasterCard or VISA only and we will not ship any product if card is declined.