

DumDumDeeDum Terms and Conditions

1. A non-refundable deposit of 50% of your total order is required when you send in the signed Confirmation Form. This must be paid by cheque, bank transfer or you can call us 07771 3931 22 to make a credit or debit card payment.

2. Prices include VAT and envelopes.

3. You are welcome to order your stationery in stages. For example, you may wish to order 'Save the Date' cards and Invitations first and then request additional items such as orders of service, menus, place cards and table plans nearer to the date of your wedding.

4. A minimum of 14 working days is required to produce your stationery. We always try to accommodate your needs wherever possible, but for your own peace of mind, please allow as much time as possible when placing your order.

5. You will be sent a pdf proof for each item of stationery you order. Any changes to wording or spelling must be made clearly in writing (an email is acceptable). Changes made by telephone will not be accepted. Once approved a hard copy will be sent to you to 'sign off'. Additional changes after production of one set of proofs may incur extra costs.

6. Changes made once the proofs have been signed off may be subject to additional charges.

7. Once we receive your confirmation form and deposit it is non refundable. Once your stationery has been signed off and gone to print the remainder of the balance must be paid in full. If the order is cancelled before it has gone to print we can waiver the balance.

8. Balance of payment will be required before your stationery is sent out to you and will include delivery charges. **THIS MUST BE PAID IN FULL BEFORE**

YOUR STATIONERY IS DESPATCHED. Your order will be despatched by the most convenient, safe and cost-effective method possible.

9. It is your responsibility to sign for goods despatched by courier and in the case of a courier being unable to deliver to you, you will be charged for re delivery.

10. It is your responsibility to provide all text details, spelled correctly for your stationery. This includes the order of service. We accept email, Word document or a pdf. An additional charge will be made for any typesetting and we will contact you first to agree a price before proceeding.

11. The price for a pocket/wallet style invitation is for the casement only. All additional inserts are available at an extra cost and must be listed when ordering.

12. Maps drawn up are charged at an extra cost and all details must be correct before the drawing up stage. Please ensure we have the correct map reference and address of your venue so we can stylize to suit your colour theme.

13. All orders are carefully packed to avoid damage in transit. Any damage **MUST** be notified within 24 hours of receipt.

14. On receipt, if you feel there are any discrepancies with your order, these **MUST** be notified within 24 hours of receipt.

15. We cannot be held responsible for damage which occurs when you post individual items to your guests.

16. All items remain the property of ©Clear22 DumDumDeeDum until paid for in full.