



## Heirloom Invitations FAQ

### *Definitions:*

*Client: as identified by invoice, or order processed through the website.*

*Artist: The Left Handed Calligrapher, LLC*

*Project: Semi-Custom, Heirloom Invitation Orders or Personalized Stationery Orders*

*Product: Wax Seals, Prints, etc.*

### *How does the Heirloom Invitation Process work?*

Visit our Heirloom Collection and choose the print option you want to order from. Add the product quantity for the printing method you wish to use.

Once the order is submitted, a form will be sent to you within 3-5 business days to fill out for the details required for the invitation. Once the content is approved and reviewed, the design process will start. A digital proof of the designs will be provided within 7 business days after all the content has been collected and confirmed. One revision round is included after the digital proof, which includes minor layout changes (see details below in the Terms and Conditions). If more changes are required, the prices is \$200 per design for text changes, and additional changes will be quoted accordingly. Once approved, the items are sent to the printer. Once sent to the printer, any changes would incur additional charges. Print production takes about 3-4 weeks upon approval, plus shipping. Production increases by 1-2 weeks if handmade paper, addressing, accessories and assembly are involved, and if quantities are higher than 125 pieces.

### *What are the options that I can choose from the Heirloom Invitation Suite?*

**Type of Printing:** There are 4 types of printing that is available with the Heirloom Invitations. Digital printing is high quality inkjet printing on 110# cardstock. Letterpress printing uses a die to impress onto the paper to create the texture impression and uses ink, therefore it's best for non-metallic colors. Foil printing uses a die, just like letterpress, but uses foil, therefore it's best for metallic colors. Engraving uses a die to create a raised texture on the paper. This is suitable for both flat and metallic ink.

**Quantity:** The minimum order of the Heirloom Invitations is 25. If your celebration requires less than 25 invitations, unfortunately we are unable to reduce these. If you require more than 200 invitations, please send us a note via the contact form so that we can provide you with a quote.

**Paper Color:** Digital printing has a paper color option of bright white or off-white. All other printing methods have the option of bright white, off-white and cream for the paper color. We have chosen to use a 110# cotton paper for all options. If you require thicker paper, there is an upgrade available for thicker paper, please contact us for more information.

**Printing Color:** There are select colors for printing, available in this link here. Metallic colors are only available for Foil and Engraving print options.

**Calligraphy Choices:** There are many calligraphy scripts available. You can select one from the link here.

### *What is the currency that the items are in your shop?*

The items are in USD.

### *I need to order more invitations than I initially ordered. What do I do?*

Please send us an email right away regarding your order. Additional orders will incur additional setup costs and shipping if the invitations from the initial order have already been printed and/or shipped. Client agrees that the quantity provided at the order is priced accordingly and any additions to the quantity prior to printing will incur additional costs including but not limited to costs per unit, shipping, and printing setup costs. After the project has been sent to print, the client agrees to pay additional shipping, printing and setup costs required for additional units.

### *I need to order less invitations than I initially ordered. Can I still change it?*

Unfortunately, we cannot reduce the quantity of the invitations once ordered. Please make sure that you order the right amount of invitations before you submit the payment for them.

### *I want to customize certain parts of the Semi-Custom suite. Is that possible?*

Yes, that is possible. Please send us a message via the Contact Form with specifications of your customization so that we can email you back with a quote.

### *How does the shipping work?*

FedEx ground shipping in the contiguous United States is included in the price paid once the items are ready to ship. The Left Handed Calligrapher is not liable for lost, damaged or delayed shipments. For international orders, shipping will be charged to you once the items are ready to ship. If you would like to change the shipping speed of your order please let us know and we will charge the difference once the items are ready to ship.

### *What is the status of my Heirloom Invitations?*

Please send us an email via the contact form if you have not received an email from us for more than 5 business days.

### *What is your return/exchange/cancellation policy for Heirloom Invitations?*

Cancellation fees are due based on the amount of work completed. The client agrees to accept Artist's good faith estimation of how much work as been completed. In general, "Design work" comprises of 50% of the invoice, and "Printing work" comprises of 50% of the invoice. The entire order invoice is refundable only when the project is not yet processed, before the "content required" status has taken place. Once the artist has sent the content form to be filled out, 10% of the entire invoice is no longer refundable. Once the artist has received the content form back from the client, 20% of the entire invoice is no longer refundable. Once the artist has begun the design work, whether or not the first design proof has been sent, whether or not there has been any revision rounds, 50% of the entire invoice is no longer refundable. Once the artwork has been approved and the items are sent to print, 100% of the entire invoice is no longer refundable. The artist is not responsible for incorrect text that has been approved for print by the client. Once the project has been printed and assembled, 100% of the entire invoice is no longer refundable. Once the project leave the artist's studio for shipping, the artist is not responsible for any loss, delay, or damage to the product. The client is responsible for all shipping, custom and duties fees. Shipping charges will be charged once items are shipped. For international clients, the full value of the project would be declared in accordance with the law. The client will need to inform the artist if they want to purchase shipping insurance. By default, this is not included. Due to the handmade nature of our projects, our projects are not eligible for return, exchange or refund. If it is determined that there is an error on the artist side, due to printing, depending on the schedule the artist will pay for reprint and the shipping costs, or will provide a refund based on the amount of work that needs to be reprinted. Client agrees to accept the artist's good faith estimation on how much will need to be refunded. If it is determined that there is an error on the artist side due to handwritten portions, depending on the schedule, the artist will rewrite the work and pay for shipping costs, or will provide a refund based on the amount of work that needs to be reprinted. Again, the client agrees to accept the artist's good faith estimation on how much will need to be refunded.

For handmade paper invitations, handmade paper may vary in various elements upon manufacturer's discretion and is considered part of the paper's character. Thus, artist cannot guarantee the color, look, texture, and size from the sample the client has purchased.

### *I received envelopes with the addresses incorrectly handwritten. What do I do?*

If it is The Left Handed Calligrapher's mistake, we will re-write and ship it for free depending on our availability. If we are for any reason unable to do so, we will refund the charge for envelope addressing for the number that was incorrect. But if it is the client's fault, the regular envelope calligraphy charges will be charged plus the shipping.

### *Can I request to expedite the order processing for Heirloom Invitations?*

Yes, you can. Depending on your estimated due date, we will let you know if your desired date is possible or not. If yes, then we will charge a rush fee depending on how close the estimate due date is.

Client agrees that there are costs associated with rushing projects to completion. Client will need to inform the artist, and the artist will need to approve the rush based on the schedule of the artist and the printer. Rush fees may vary from 25-50%, depending on how soon the projects need to be completed. The artist will inform the client, and with the client approval, proceed with rushing orders.

### *Are your invitations available to ship anywhere in the world?*

Yes, they are, as long as FedEx or UPS would ship to them.

### *Who owns the designs once produced?*

Nicole Black and The Left Handed Calligrapher retain rights to the designs that they create. If you would like to get exclusive rights to the designs, please inform us and we will provide you with an appropriate quote. We also retain the rights to post your invitations and wedding paper on social media. If there is an issue with posting your invitations and wedding paper on social media, please let us know beforehand.