



Terms and Conditions

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.

Upon ordering from The Left Handed Calligrapher website, clients agree to the following terms:

Heirloom Invitations Orders placed on The Left Handed Calligrapher website:

100% of the invitation fees are due upon ordering on the website. Once paid, within 3-5 business days, the client will receive an email from the artist for content of their invitations. This project is now considered processed, and is at the “Content required” status. The client will need to complete the form, and make the decisions for designs, content, add-ons before any work can be started on their invitations. The artist will review the completed form and advise of any additional charges or changes that may be required. Once the client and the artist have agreed on the content, the project will now move to the “Design work” status. The artist will provide 1 design proof based on the content and design decisions provided by the client. The artist will provide the design proof to the client. There is one minor revision round included. The minor revision round includes a one-time layout changes, within the limits of the semi-custom design selected. The artist reserves the right to provide limitations for the invitation layout. The client will provide any changes requested in the one minor revision round at one time. The artist will provide a revised design proof for approval. The client agrees that there is an additional fee of \$200 per design proof charged to the client for text after the revised design proof has been sent to the client. All other revisions, such as layout, illustrations, redrawing, and/or calligraphy styles, will be quoted and charged depending on the work required. Once the artist has provided 1 design proof, the “Design work” is considered completed. Once the design proofs and included revision rounds have been completed, the client approves the work. This is considered “Approved work”, when the items have not yet been sent to print. Client agrees to pay the Artist an additional fee, to be negotiated separately for changes requested after the project is at the “Approved work” status but have yet to send the project to print. The client agrees to pay Artist for any additional work performed and also agrees to accept Artist’s good faith estimation. Once the project has been sent to print, the project is now in the “Printing work” status. The client agrees to pay the artist additional fees, to be negotiated separately, for changes requested and/or additional printing and shipping expenses. The client also agrees that any additional printing and/or changes would mean additional time before the project is printed and completed. In general, most printing methods on paper will require 3-4 weeks, but additional time would be required for unique materials and printing methods. The client will be advised of this estimate for unique materials and printing methods prior to printing work. Once the project has returned from the printer, the Artist will accomplish any additional assembly work such as calligraphy addressing, ribbon tying, invitation assembly, etc. In general, invitations less than 125 pcs will require 1-2 weeks, but additional time would be required for higher quantities and unique materials and assembly methods. The client will be advised of this estimate prior to printing work. Once the assembly has been accomplished, the project is considered “Finished project”.

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.

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. 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 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.

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. Client agrees that any reductions to the quantity will require the quote to be revised by the Artist, as the invoice is a combination of design fees and printing fees, and not by cost per unit.

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.

Original art remains the property of the Artist.

The client agrees to indemnify and hold the Artist harmless against any and all claims, costs, and expenses, including attorney’s fees, due to materials included in the work at the request of the client for which no copyright permission or privacy release was requested, or for which uses exceed the uses allowed pursuant to a permission or release.

Artist retains the right to reproduce, publish and display the Project in Artist’s portfolios and websites, in galleries, design periodicals and any other media or exhibits, now known or devised in the future, for the purposes of recognition of creative excellence or professional advancement, and to be credited with authorship.

Personal Stationery Orders placed on The Left Handed Calligrapher website:

100% of the fees are due upon ordering on the website. Within 5-7 business days, the artist will contact the client with a design proof based on the content and design decisions provided by the client. At this point, the project is considered processed, and 50% of the project has been accomplished. This means that if the order is cancelled at this point, only 50% of the fees (minus service fees) can be refunded. The artist reserves the right to provide limitations for the stationery layout. If there are any text, color, or text style changes, the client agrees that there is an additional fee of \$75 per design proof. All other revisions or customizations will be quoted and charged depending on the work required. Once the proof has been approved, the project will be sent to print, and at this point, the project is entirely non-refundable. If the client requests additional changes after the project is sent to print, the client agrees to pay the artist additional fees, to be negotiated separately, for changes requested and/or additional printing and shipping expenses. The client also agrees that any additional printing and/or changes would mean additional time before the project is printed and completed. In general, most personalized stationery projects ship within 3-4 weeks, but additional time would be required if there are any additional customizations. The client will be advised of this time estimate.

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 client is contacted by the artist with the proof. Once the artist has sent the design proof, 50% plus service fees are non-refundable. Once the artwork has been approved and the items are sent to print, 100% of the project fees are no longer refundable. 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.

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. Client agrees that any reductions to the quantity will require the quote to be revised by the Artist, as the invoice is a combination of design fees and printing fees, and not by cost per unit. Reordering of personal stationery projects is also possible, but will require a separate invoice. This service is available contacting our studio by filling out the contact form.

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.

Products placed on The Left Handed Calligrapher website:

Upon ordering products from the website, the items will be shipped within 3-7 business days unless otherwise stated on the top of the website, for studio closures. Once the items leave the studio, the artist is not liable for lost, delayed, or damaged shipments. Unused and unopened orders may be returned within 10 days of receipt for a refund. Once we receive the returned products, the charges will be credited to your original method of payment excluding shipping costs, which are non-refundable. Used, opened, and/or final sale or items with coupon codes cannot be returned. Please note this only applies to The Left Handed Calligrapher products, and not to semi-custom or custom wedding invitations. For international shipments without tracking, orders may take 4-8 weeks or longer to arrive.

Other terms and conditions:

Original art remains the property of the Artist.

The client agrees to indemnify and hold the Artist harmless against any and all claims, costs, and expenses, including attorney’s fees, due to materials included in the work at the request of the client for which no copyright permission or privacy release was requested, or for which uses exceed the uses allowed pursuant to a permission or release.

Artist retains the right to reproduce, publish and display the Project in Artist’s portfolios and websites, in galleries, design periodicals, social media and any other media or exhibits, now known or devised in the future, for the purposes of recognition of creative excellence or professional advancement, and to be credited with authorship.