



Terms and conditions

Text and wording

Your bespoke design centres around the wording you provide and therefore the information is required before design begins. You are responsible for supplying the wording required for each piece you order with Oh My Pen & Press. Any estimate of completion time is dependent on receiving such information in a swift manner, and Oh My Pen & Press is not responsible for a delay in printing and delivery following a delay in receiving the wording.

Please ensure wording is sent in a word document or editable format via email to:
emma@ohmypenandpress.co.uk

Proofs

You will be sent PDF proofs throughout the design process for you to check wording, layout and spelling. Two rounds of amendments are included in the design fee and any further amendments after that are subject to my hourly rate. It is entirely your responsibility to ensure all spelling and wording is correct. Spelling mistakes are classed as amendments and cannot be rectified after being printed. Oh My Pen & Press will not be held responsible for any spelling mistakes.

Printing will not commence until Oh My Pen & Press have received written sign off via email from you.

By signing off on the final proof you accept responsibility for the information, wording and layout as shown. If errors are discovered after proof approval, the time to rework and reprint is chargeable. Please note that a delay in signing off proofs may mean the agreed upon completion date is pushed back.

The completion time for each order is estimated based on workloads at time of order. If proofing/information is not turned around in a timely fashion your order may be subject to interruption from other work being undertaken by Oh My Pen & Press.

Copyright

Oh My Pen & Press holds sole copyright for all designs and you, or any third party, may not copy or reproduce any designs from the PDF proofs sent to you. Oh My Pen & Press also retains hard copies of all work created for you and reserves the right to photograph and publicise them on the website, in print and on social media platforms as promotion.

Cancellations

In the event of an order being cancelled by yourselves Oh My Pen & Press cannot refund any money once work has commenced. In the unlikely event of the order being cancelled by Oh My Pen & Press you will be given a full refund.

Printing Variations

Please note that proofs may not exactly match the finished product due to variations in the print production process. Printing can result in small variations. Minor differences in texture, colour, size and positioning can sometimes occur and are not classed as a fault. Please be aware that colours appear differently on screen as to printing and we advise that you print all your proofs prior to approving them.



Delivery

For Isle of Man orders, collection from the Douglas studio is preferable otherwise I will arrange with you a time and place of mutual convenience for handover.

For UK orders, Royal Mail Special Delivery is used which is tracked and insured. This method of delivery requires someone at your chosen address to be able to accept and sign for the package. Larger pieces will be sent via a courier. Delivery charges are dependant on weight and will be added to your final invoice.

Oh My Pen & Press accepts no responsibility for items lost in the post or delayed due to postal strikes or circumstances out of my control. I am happy to ship internationally and will source the shipping method which suits best. This cost will be communication prior to shipping. Please note that goods posted outside the UK may be subject to local custom charges. Oh My Pen & Press accepts no responsibility for delays in shipping or duty charges.

Deposits & Payment

50% deposit must be paid before any work commences on all orders. The remaining 50% is due on completion before shipping. Payment is via bank transfer and the details and reference will appear on your invoice. Any adjustments to your order made after the initial invoice will be added to your final invoice.

Envelope Addressing

Addresses should be collated and formatted in a spreadsheet as instructed by Oh My Pen & Press. Please make every attempt to provide post codes for all addresses.

Please check all addresses carefully as they will be written exactly as they are provided, and Oh My Pen & Press accepts no responsibility for invitations which do not arrive at their destination due to incorrect details.

20% extra envelopes must be provided when envelope addressing is ordered, therefore if Oh My Pen & Press is providing envelopes this will be included in your invoice. If the number of envelopes changes and Oh My Pen & Press has already ordered supplies, you may be subject to extra charges to obtain the correct amount.

Handwritten Items

For any handwritten items (whether it be envelopes, tags or place settings etc.), please note I require 20% extra in case of mistakes.

Alternative Materials & On The Day Stationery

If you have ideas for place settings, signage or other aspects of your day and would like me to hand-letter them for you, then great! I love working with new surfaces and welcome your vision. If you're providing the materials, I'll need to test them first and can then go ahead, please provide your items clean and ready to write on.

On the day stationery, should be ordered 6-8 weeks before the wedding to be fulfilled. You will be informed of the final approval deadline which must be met to guarantee delivery in time. Missing the approval deadline and therefore not receiving goods in time for the event will not qualify for a refund.