

# Booking Terms & Conditions



All orders placed with Maple & Rae will be subject to these Terms & Conditions below.

Please ensure that you have read these terms and are happy with them before paying your deposit.

## Quotations & Payment

Quotations remain valid for 14 days from the date of issuance. Upon acceptance of the quotation, a 50% non-refundable deposit is required to confirm your booking and commence work on your order. The remaining 50% of the balance must be settled in full prior to the commencement of printing.

## Design & Printing Process Supply of Information

All on-the-day details (including table plans) must be provided to Maple & Rae at least 3 weeks before the wedding or event to ensure timely delivery. You must supply the copy for your stationery, and you are responsible for ensuring all the details, spelling and grammar are correct, this also applies to any text supplied by Maple & Rae.

## Personalisation

When submitting personalised information such as invitations or envelopes, please format the details in an Excel/CSV document with separate columns. Any alterations to the original specifications will be subject to an hourly rate charge.

## Changes

You will have the opportunity to request changes (up to two rounds of revisions) during the design process before final approval. Additional changes beyond this limit will incur an hourly rate charge of £35.

## Proofing

Once a proof has been approved and sent for printing, no further alterations can be made, and you accept responsibility for any errors. If errors are discovered post-approval, you will incur charges for artwork modifications and reprinting.

Due to the bespoke nature of printing, minor variations in colour may occur.

## Assembly

Your project will be delivered ready for assembly by you.

## Ownership

Upon full payment, you will take ownership of physically produced products, but not of the original artwork created during the design process. All designs remain the copyright of Maple & Rae. We reserve the right to showcase your stationery for promotional purposes without disclosing personal details.

## Delivery

Delivery charges are £8 for small parcels (via Royal Mail) and £20 for large parcels (typically dispatched through Parcel Force). A signature will be required upon delivery as proof of receipt. Maple & Rae cannot be held responsible for delays, loss, or damage beyond our reasonable control.

## Cancellations

As our products are custom-made and work begins upon receipt of your deposit, we are unable to offer refunds. In the rare event of an order cancellation due to an issue on our end, a full refund will be provided.

*Thank you, Dani xo*