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.

Quotes & payment

1. Quotes are valid for 14 days from the date of issue.
2. On acceptance of the quote, a 50% non-refundable deposit is required to secure your date and before any work will commence on your order. The remaining 50% of the balance will need to be paid in full before your order goes to print.

Design & print process

Supply of information

1. All on-the-day information (including table plans) must be delivered to Maple & Rae a minimum of 3 weeks before the wedding to guarantee the delivery of the items in time for the wedding or event.
2. 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.
3. Personalisation: When providing personalised information such as personalised invitations and envelopes, the details you provide must be in an Excel/CSV. document separated into columns. This must be exactly how you would like the final details to be displayed. Any changes to the originals provided will be subject to the hourly rate.

Changes

1. You will have the opportunity to make changes (up to two rounds of amends) in the design process before final sign off. Further changes will be subject to an hourly rate charge of £30 per hour.

Proofing

1. Once a proof is approved and sent to print, no changes can be made to the design and the clients accept responsibility for any errors. If mistakes are discovered after final printers proof approval, you will be charged in full for changes to artwork any reprinting.
2. Due to the bespoke nature of the printing small variations in colour may occur.

Assembly

1. I will provide your project in a ready-to-assemble format. You are responsible for stamping, posting, and tying any bows. If you need us to handle assembly or bow tying, please let us know before printing. Extra charges will apply.

Ownership

1. Once you have paid for your stationery in full you will become the owner of any products physically produced, but you will not own the actual artwork created in the design process. All designs are the copyright of Maple & Rae.
2. Design elements may not be reused across other printed materials by the client, or online, without prior approval. Additional charges will apply where permitted.
3. Maple & Rae may feature your stationery on promotional material and our website, but will never disclose your personal details.

Delivery

1. Delivery will be charged at £9 for small parcels (sent by Royal Mail) and £18 for large parcels (usually sent by Parcel Force). If final details deadline is missed by the client, I will pass on costs for Royal Mail Special Delivery (usually around £25 per box).
2. A signature will be required on delivery to provide proof of receipt.
3. Maple & Rae are not responsible for any delays, loss or damage, that are outside of our reasonable control.

Cancellations

1. All our products are made to order and once we have received your deposit the work gets started, therefore we can not offer refunds.
2. In the rare circumstance that we have to cancel an order due to an issue on our side a full refund will be given.

Thank you, Dani xo