

EXCLUSIVE WEDDING STATIONERY PACKAGES

Just a little bit of important stuff before we get to the pretty things... We know Terms & Conditions aren't exactly the most exciting part of wedding planning (we'd much rather be choosing fonts and florals too!), but they're here to make sure we're all on the same page and that your stationery journey is as smooth as possible.

Give them a quick read, and then let's get back to the lovely stuff!

Terms & Conditions

Thank you for choosing The Lovelies Store for your wedding stationery. These Terms & Conditions explain the booking, payment, design and production process for our Exclusive Wedding Stationery Packages.

1. Booking & Deposit

A £25 deposit is required to secure your chosen wedding stationery package and confirm your booking.

The deposit is subject to the cancellation terms outlined in Section 9 below.

Your booking will be confirmed once the deposit has been received and your package details have been agreed.

2. Package & Guest Numbers

The price of your package is based on the guest quantity selected at the time of booking:

Up to 50 guests – £90

Up to 75 guests – £110

Up to 100 guests – £130

Additional guests can be added at £0.75 per guest, where required.

The package includes the stationery items specified at the time of booking. Any additional stationery or items requested outside the agreed package may incur an additional charge, which will be confirmed with you before production.

If your final guest numbers are lower than the package originally booked, the package price will remain unchanged.

3. Delivery & Collection

Free local delivery is available, subject to the delivery arrangements agreed at the time of booking.

Alternatively, your completed stationery can be collected from The Lovelies Store, Barnsley S71, by prior arrangement.

You will be contacted when your order is ready to arrange delivery or collection.

4. Table Plan & Final Information

Approximately 2 weeks before your wedding date, The Lovelies Store will contact you by email to request your final:

Table plan

Guest names

Table numbers

Any other information required to complete your stationery

Your remaining balance will be due at this stage, before your order proceeds to production.

It is the customer's responsibility to carefully check all information supplied to ensure that names, spellings, table arrangements and other details are correct.

5. Providing Information on Time

All requested information must be provided by the deadline given to ensure there is sufficient time to prepare, proof and produce your stationery.

If information is supplied late, this may affect the agreed production and completion timeframe.

Every effort will be made to accommodate late submissions; however, The Lovelies Store cannot guarantee the original completion date where required information has not been supplied within the requested timeframe.

6. Digital Proofs

Before any stationery is printed, digital proofs will be emailed to you for approval.

This gives you the opportunity to carefully check:

Names and spellings

Dates

Table numbers

Table arrangements

Wording

Design and layout

Other personalised details

Please check your proofs carefully before providing approval.

7. Changes & Amendments

Reasonable changes can be requested during the digital proofing stage.

The Lovelies Store will make the agreed amendments and provide an updated proof where necessary.

Your order will not be produced until you have approved the final design.

8. Approval & Changes After Approval

Once you have approved your final digital proof, your order will be considered approved for production and will proceed to print.

Any changes requested after approval may incur an amendment fee. The cost will depend on the nature and extent of the changes required and will be confirmed with you before any additional work is undertaken.

Once your stationery has entered production, changes may no longer be possible.

The Lovelies Store cannot accept responsibility for errors or omissions that were present on the approved proof.

9. Cancellation

As a customer-friendly policy, The Lovelies Store offers a 14-day cancellation period from the date the £25 deposit is paid.

If you wish to cancel your wedding stationery package within 14 days of paying the deposit, please notify The Lovelies Store in writing by email and your £25 deposit will be refunded in full.

After the 14-day period has expired, the £25 deposit will become non-refundable.

If additional design work, materials or production costs have been incurred following the booking, these may be taken into consideration when determining any refund due, where permitted by law.

If your order has already entered production, cancellation may no longer be possible. Any refund or outstanding amount will be considered based on the work and costs already incurred and your statutory consumer rights.

Nothing in these Terms & Conditions affects your statutory consumer rights.

10. Customer-Supplied Information & Artwork

The customer is responsible for ensuring that all information supplied to The Lovelies Store is accurate.

This includes, but is not limited to, names, spellings, dates, table numbers and table arrangements.

Where the customer supplies photographs, artwork, logos, wording or other material for use within the stationery, the customer confirms that they have the necessary permission or rights to use that material.

11. Personalised Designs & Colour

All stationery is personalised according to the customer's chosen design, wedding theme and colour scheme.

Every effort will be made to reproduce colours as accurately as possible. However, colours viewed on computer, tablet or mobile screens may vary slightly from the final printed product due to differences in screen settings, printing processes and paper/card stock.

12. Checking Your Order

Customers are encouraged to check their stationery carefully as soon as possible following delivery or collection.

If you believe there is an error, damage or other issue with your order, please contact The Lovelies Store promptly and provide photographs where appropriate so that the matter can be investigated.

Your statutory consumer rights remain unaffected. Goods supplied to consumers must, among other things, be as described and of satisfactory quality.

13. Production & Completion

Every effort will be made to complete your stationery within the agreed timeframe.

Production times depend upon the timely receipt of your final information, payment of the outstanding balance and approval of your digital proofs.

Delays caused by late information, delayed proof approval or customer-requested amendments may affect the completion date.

14. Delivery & Collection Arrangements

Where delivery has been agreed, the customer is responsible for providing an accurate delivery address and ensuring that appropriate arrangements are made to receive the order.

Where collection has been selected, the customer will be contacted when the order is ready and a suitable collection time will be arranged.

15. Circumstances Outside Our Control

The Lovelies Store will make every reasonable effort to fulfil your order as agreed.

However, we cannot be held responsible for delays caused by circumstances reasonably outside our control, including significant postal or courier delays, supplier issues, equipment failure, power or internet outages or other unforeseen circumstances.

Where such circumstances occur, we will make reasonable efforts to keep you informed and minimise any resulting delay.

16. Complaints & Resolving Issues

If you have any concerns regarding your order, please contact The Lovelies Store in the first instance.

We will aim to respond promptly and work with you to reach a fair and reasonable resolution.

Nothing in these Terms & Conditions prevents you from exercising any statutory rights you may have.

17. Agreement to These Terms

By paying the £25 deposit, you confirm that you have had the opportunity to read and understand these Terms & Conditions and agree to be bound by them in relation to your Exclusive Wedding Stationery Package.

A copy of these Terms & Conditions will be provided to you for your records.

18. Statutory Rights

These Terms & Conditions are intended to set out the agreement between The Lovelies Store and the customer clearly and fairly.

Nothing in these Terms & Conditions is intended to exclude, restrict or remove any statutory rights or protections available to you under UK consumer law.