



The below terms have the following meanings:

“We”, “us” and “our” indicates Oh Blythe Design / Jenna Wiseman-Murray.

“You” indicates the person or persons who are contracting for our services.

All orders are subject to our terms – as a result, please ensure that you have read these terms and are happy with them before paying your deposit. Payment of a deposit to Oh Blythe Design acts as your acceptance of these terms.

Quotes

We will send an initial quote for your order before undertaking any work. The quote will remain valid for one calendar month from the date it is sent to you, so it may be accepted by you at any time during this period. In the event of a Rush Order, we will alter this period where applicable.

Quotes are provided using the information provided to us and on the understanding that no unknown special circumstances or additional request apply to the order (such as Rush Ordering, changes to your address or details which may impact our ability to carry out your order or opting for luxury print methods). Any changes you make to your order that are not quoted shall not be binding unless we accept them in writing. We reserve the right to request additional fees if the changes require additional work.

Deposits

We require a non-refundable payment of £100 before we will start work on your order. Payment of the deposit will be treated as acceptance of these terms. The remaining balance is due no later than two weeks before your items go into production. A further £100 deposit is required to secure your On-the-Day stationery design slot, and the final balance is due no later than six weeks before your wedding date. For Rush Orders, an appropriate time scale will be discussed with you. You will always receive a quote before an official invoice is sent, and we are more than happy to talk you through this.

For corporate or business clients; we require a deposit of 25% of the estimated job total before each block of work takes place. The final balance will be due no later than four weeks before the date of required dispatch.

Once we have received payment of the deposit, we will begin the design work for your order in line with the timescales on your prompt sheet or correspondence. We require payment of all outstanding invoices before sending any order for printing or purchasing stock.

Personalisation Details

Any details that we require from you to create your order must be clearly typed and provided in unformatted text by email, Excel (or any .csv file) Word document or PDF. We can accept most types of documents, as long as editing is permitted. For Mac users, there may be complications with file conversion, and we may request your documents be submitted via Google Drive.

We are not responsible for proofreading or correcting any misspellings or other mistakes in any details that you provide to us to use, so please ensure they are correct before sending them to us.

Timing

As there are several steps in the production of your order, the times to provide your order are subject to change. We will always aim to comply with timescales that are set out but please note that all timings are given for estimation purposes, and we cannot be responsible for delays that are caused by matters that are out of our control (including postal strikes/delays, failed deliveries or supplier issues). Generally, we need at least 4 weeks to design, print and produce any bespoke stationery order.

If we tell you that we need details by a certain date, we cannot be responsible for any delays that occur if you do not respond in the required time. A prompt sheet or deadline email will be issued to you, providing the dates we require certain information,

Rush Ordering – If you need to place a rush on your order, please let us know as soon as possible. Rush Orders are subject to availability and will be subject to additional charges on top of your Design Fee and Production fee. If there is a delay, this can cause further delays with other projects; so, any work carried out outside your designated design slot during the pre-defined Rush Order process is charged at £15 an hour.

Cancellations

Orders cancelled after the proof has been approved by you will be charged for materials used and work done to date. The balance will be due immediately. Deposits are generally non-refundable but can be partially refunded if no proofs or mock-ups have been created on your behalf. Refunds on any other work carried out are given at our discretion.

Deliveries

Unless otherwise requested, delivery is via Royal Mail Special Delivery (for orders totalling over £100), Royal Mail Tracked 24 (for orders over £50), or Royal Mail First class (for orders under £50). Whilst we take care to package your stationery as securely as possible, we cannot be held liable for loss or damage in transit. Insurance is included in our postage costs. We will do our best to contact the relevant parties and help you resolve the matter, but responsibility for damage to or loss of goods is in the hands of the courier service used.

Returns

If there is an issue with your order due to an error on our part, please contact us via email as soon as possible (within five working days of receipt of the order). If requested, you should return the faulty stationery to us. We will refund the costs of postage to you if we accept responsibility for the mistake and provide you with re-prints of the items. Refunds are issued at our discretion.

General

Oh Blythe Design maintains the right to use the completed project and any designs for the purpose of future publications and advertising. We maintain the right to display any work on our website and through social media channels, blogs, printed press or for any other promotional purposes. Any sensitive personal details you have provided will be redacted.

All our pieces are for personal use by you only. You may not sell any of our products or use our artwork for commercial purposes.

All artwork and designs are copyright of Oh Blythe Design. Any designs provided to you will remain the copyright of Oh Blythe Design and no artwork sent to you is available for re-publishing or re-sale. You are free to use any artwork supplied to you for personal projects only.

Bespoke Designs & Fees

You'll be given an estimate of bespoke fees in your initial quote, and then a revised quote before any production work is carried out.

Amendments – From the initial design of your bespoke work you will receive three sets of amends/revisions, within the amount charged. Each set of revisions can include as many changes to the design as necessary apart from illustrative work as this counts as one whole revision. Small text changes in the copy will not count towards these amends. In the unlikely event you are still not happy with your designs after these amends have been fulfilled, Oh Blythe Design will discuss this with you but reserves the right to charge further fees if additional work is required.

Our fees are charged at an hourly rate of £15.00.

A production fee is standard with all our bespoke designs, and allows us to –

- Source, supply, cut and adorn the appropriate paper stocks and embellishments.
- Assemble your stationery, including but not limited to – wax sealing, folding, tying ribbon, adding tassels, hole punching, eyelet fitting, envelope liner fitting, sealing envelopes, quality checking and packing.
- Calculate postage costs and transport them to the relevant establishment.
- Format the relevant information for table plans and/or envelope addressing.

The standard production fee for a bespoke order is £60, but this can be amended depending on how much responsibility you would like to take on. We can offer a reduced rate for clients that would like to assemble their own stationery, provide their own materials, or source their own printer. Digital-only designs will be priced separately, and the cost of production and materials won't be included. If you are having a combination of digital-only and printed stationery, your design fee will include the production of your printed items and your digital items will be priced separately.

Our Standard Design fee is £120, regardless of the complexity of your order. Reduced design fees are available for clients purchasing a small amount of Day Stationery items or ordering based on Etsy Store products. This includes services such as:

- Generating quotes, invoices, prompt sheets and the relevant paperwork for each order.
Creating three digital mock-ups and PDF proofs of your stationery.
- Selecting the appropriate materials, colours and printing methods for the job. Providing expert advice regarding every element of your stationery.
- Allowing us to converse with you at any time within our working hours regarding your stationery.
- Undertaking any required revisions/amends (this is limited to three, and any further work carried out will be charged hourly)
- Providing fully assembled samples of your stationery.
- Providing styled photos of your stationery and an additional keepsake/photography set.

Our Standard Design Fee can be waived or reduced if you are a corporate or business client with a pre-existing brand guideline. Only a 'Design & Production' fee will apply for the number of hours worked.

Any other bespoke services requested are not included in the Standard Design Fee. Services such as:

Venue Illustration, Gold Leafing, Envelope Addressing, Monogram Creation, Die-Cutting and Calligraphy will be charged at the rates set out in our quotes or brochures.

Contact Details

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