



Terms and Conditions

1. Consultation

Upon expressing interest in Maddison Louise Print Design's wedding stationery services, you will receive an email outlining the service process and a price list. If you wish to proceed, you'll be asked to provide general client information and specific wedding day details. A complimentary sample pack will then be mailed to your provided address, showcasing examples of past work and various card stock options for your stationery.

2. Quotes & Payments

After reviewing the sample pack, you will be asked to provide final details for your wedding stationery quote. This quote, based on your requirements, is valid for 30 days and can be revised as needed before invoicing.

Upon accepting the quote, a 50% non-refundable deposit invoice will be issued, which will count toward the final balance. The remaining 50% balance will be invoiced separately. Stationery quantities may be increased but cannot fall below those listed in the initial deposit invoice. A minimum order quantity of 25 applies to specific items.

Payments are accepted via Bank Transfer in Great British Pounds (GBP). The final balance is due by the print deadline date specified on the deposit invoice. Late payments will delay your order by one day for each day late.

3. Timeframes

Timeframes are established during the consultation phase, and your deposit payment reserves a slot in the design schedule. Work on your stationery will begin only after the deposit payment is received, with design timelines varying at the discretion of Maddison Louise Print Design to meet diverse deadlines.

All printing is handled by a trusted UK-based printer. For pre-wedding day items, please allow up to six weeks for printing and packaging; for day-of stationery items, allow four weeks. If any adjustments to these timelines are needed, you will be promptly notified. Note that design revisions and delays in feedback may impact the timeline and potentially delay the order.

4. Screen vs. Print

Every effort is made to ensure that digital displays of products, materials, and colors are accurate. However, please note that colors may appear differently on screen versus the final printed product due to screen settings and system variations.

5. Revisions & Proofreading

Unlimited revisions to your wedding stationery are available, and prompt notification of any changes helps to avoid delays. Proofreading is the responsibility of the client; after formal approval and payment of the final invoice, no further changes can be made. Once final approval is given, stationery items are sent to print. If reprints are required due to errors, additional charges may apply.

6. Packaging

Upon arrival at the studio from the printers, all items are inspected for printing errors, quality issues, or any transit-related damage. Once verified, items are packaged for collection or delivery.

7. Collection / Delivery

Orders may be collected in person from the studio by appointment only. Alternatively, items can be shipped within the UK via Royal Mail special delivery, with insurance included. Delivery charges are invoiced separately and are based on package weight and value.

Maddison Louise Print Design is not responsible for delays or delivery issues caused by incorrect client information, neighbor signatures, or parcels left in designated safe places. In cases of parcel loss or damage, reprints may be offered at our discretion up to the insured value.

For large-format signage, studio collection is preferred, however, it can be posted to the clients UK address directly from the printers. The parcel must be inspected upon arrival and any potential issues must be reported by the end of the day, along with clear photographs showing any issues. Replacement requests for damaged items not reported within this timeframe may not be accommodated.

8. Illustrations & Copyright

High-quality reference images are required for bespoke designs. If a specific photograph is preferred as a reference, please email it directly. Maddison Louise Print Design retains copyright over all designs and artworks, including those in the proofing process. These works are not for personal or commercial use, nor may they be repurposed, shared, or altered.

9. Publication

For any publication of work by Maddison Louise Print Design, appropriate credit must be given, and notification of the feature should be provided prior to publication. Maddison Louise Print Design retains the right to showcase any work on its website, social media, or wedding show displays.

10. Refunds & Cancellation

Due to the bespoke nature of these services and products, refunds, returns, and cancellations are not available.

11. Privacy Notice

Please read our full privacy notice at www.maddisonlouiseprintdesign.co.uk.