



PLACING AN ORDER

1. Explore

Explore the in-house collections and choose an invitation style and collection which best suits the chosen aesthetic for your event. Select further customisation options from the collection guide





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2. Quote

Please read the collection guide and style guide before requesting a quote. The collection guide offers an array of customisation options - from jhhjhi type, ribbon and wax choices, to dried flowers. The style guide is also an important part of forming an accurate quote for the work.hkio[[[pokkikjjjjhhghgtghjk






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3. Consultation

During the consultation part of the process, which mostly takes place via email, we can discuss any concerns or suggestions you may have for your design. Your input is welcome and encouraged.

I also recommend that you order a sample/pack, giving you the best representation of what your final invitation suite will look like - even if text revisions need to happen following this. The package includes your chosen invitation style or a variety if you are wishing to decide between several, teamed with various embellishments as laid out in the collection guide - such as paper, flowers and ribbon or sealing wax colours.





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4. Booking

If you decide to go ahead upon receiving samples or examining the design proof offered, you will be issued with an invoice for an advance booking deposit. Paying the invoice will book your project into my calendar and secures your place.

Order payment is structured in two parts:
50% non refundable at the time of booking.
50% after you have approved final digital proof.






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5. Content and Design

Now it is time to approve the final wording. Having already confirmed your invitation style and embellishment choices, the supplies for the project have been ordered accordingly in the amounts needed - unless already in stock. At this stage, final design proofs for each piece of the suite you wish to order, will be sent to you for your revision of all wording, spelling and grammar as well as layout. I include two rounds of revisions (not inclusive of any typing errors on my part) where you are invited to suggest further changes you'd like to see for comparison, after which you may be charged. Please allow 3 to 7 business days for design proofs and revisions.

Once you have approved the final revision and confirmed your numbers, an invoice will be sent for the remaining balance of your order, and shipping fee.






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6. Production

After the final design proof has been approved and I have confirmed receipt of final payment, your invitations move into the production phase.

Production time lies anywhere between 2 and 6 weeks, which is vastly dependent on your chosen elements - my own suppliers have varying shipping times. Once the embellishments have all arrived in studio I begin production, prioritising projects in order of closest wedding date. An urgency fee may incur if you need your order more quickly and I already have clients booked for that time. Each invitation and piece of stationery is crafted and assembled with accuracy and precision in studio, please allow time for that perfection.





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7. Delivery

Once your order has been completed, it is adequately packaged to ensure a safe delivery to you. You will be contacted for a delivery address at this stage.

Orders are delivered nationwide and internationally via Irish postal services An Post, using track and trace. The cost of shipping is supported by the customer. You will be notified when your order is shipped, and provided with a tracking number.

Please note that orders entering countries outside of Ireland may be liable for custom taxes or tariffs fees, which are the responsibility of the client.

While I also note that I do not offer mailing services, it is possible to split the mailing of the order into two parts, the extra shipping cost is supported by the customer.

Please ensure that adequate postage and addresses for mailing your invitations to each guest is applied, and that you choose a legitimate mail carrier. Pippa Jane holds no responsibility for postal services.

