



INVITATION PRODUCTION PROCESS

PHASE 1: CONSULTATION

During your consultation the design direction, color palette and materials will be chosen. You will then receive a Price Estimate detailing items and options. Budget information is always welcome, as we can suggest alternatives to your choices if needed.

PHASE 2: ORDER

Once you are ready to proceed, notify Clementine Ink + Paper which items you would like to order from the Price Estimate and you will receive a contract with deposit amount. *A 50% deposit is required to place your order on the production schedule.** Payment is accepted by Check or Credit Card via PayPal. The balance will be billed at the time of project completion, and the final invoice will reflect all changes to the order (and 8.75% sales tax for IL residents) and shipping/delivery.

**Clients who are still exploring their invitation options may send a \$350 Design Deposit before placing a full order. This will move you into the Design Phase described below. The Design Deposit will be applied to the overall cost of your order. After you have chosen a design, we will proceed to the Proofing Phase. The remaining amount of your 50% order deposit is required before your invitations can go to print. Should you choose not to continue onto the Proofing Phase, the Design Deposit is non-refundable.*

PHASE 3: DESIGN

Once we receive your signed contract and deposit, the design process will begin. You may change details of your order at no charge any time before printing. Custom orders may require 2-3 extra weeks for design, and include 3 invitation card designs to choose from based on the consultation. 3 additional design options can be provided for a \$50 fee. Once your invitation has been chosen, all other pieces will be designed to coordinate and will be shown in the 1st PDF proof.

INVITATION WORDING AND TEXT: Please submit all text (invitation wording, RSVP wording, directions, etc.) to us *before* the Proofing Phase. This will help ensure that your 1st PDF proof is as accurate as possible. All text should be provided in one document. We are happy to offer examples and suggestions if you need help with wording.

PHASE 4: PROOFING

Your order includes up to 3 rounds of PDF proofs at no additional charge, or 2 PDF proofs and 1 hard-copy proof by mail for proofing color. Please be aware that colors on screen may not appear accurate and that digital proofs cannot exactly replicate the color from a printing press. Pantone ink chips are provided for the closest color proofing available. If further edits are requested, a \$15.00 fee will be applied for each additional proofing round.

SUBMITTING EDITS TO THE PROOF: Please type out and number each change in an email. If extensive changes are needed, re-submit your original wording document with changes highlighted.

It is the responsibility of the client to thoroughly proofread each piece: Clementine Ink + Paper is not responsible for proofreading materials. The client must authorize printing by signing the final proof and returning by fax or mail. If you do not have a fax machine available, you may approve proofs by email by stating clearly that the "proofs are approved for printing as-is." Your order will not be sent to print until all changes are made and print approval has been given. Once printing has been authorized, Clementine Ink + Paper is not responsible for errors that have not been caught. Deposits are non-refundable, so review proofs carefully.

PHASE 5: PRINTING & PRODUCTION

Printing takes between 2-3 weeks. After your order has been printed, the finishing touches and assembly will begin. Depending on the level of hand assembly required, production will take from 1 day - 3 weeks.

POSTAGE STAMPS: Invitations featuring sealed folders or tied ribbons will be delivered fully-assembled, with postage applied to RSVP envelopes. Postage will not be included on the mailing envelope. If you plan to use custom stamps, please discuss with Clementine Ink + Paper in advance as they can affect the production timeline. For accurate mailing postage, a fully-assembled invitation must be weighed at the post office. It is recommended that wedding invitations be hand-canceled to reduce wear & tear. *Clementine Ink + Paper is not responsible for damage caused by the U.S. Mail, and the client is responsible for any balance remaining on their invoice should damage occur after mailing.*

DIGITAL ADDRESSING SERVICE: \$0.50 per single env./\$0.75 per inner/outer envelope set. The addresses are printed directly on the envelopes with matching ink and fonts (samples are available by request).

CALLIGRAPHY: We can recommend several calligraphers. The client is responsible for coordinating all calligraphy services. Usually a calligrapher will require 2-3 weeks for addressing and 15-25 additional envelopes, which should be factored into your order and timeline. If your order includes a liner for the envelopes, please verify with your calligrapher whether they prefer them unlined. Should the calligrapher require them unlined, the addressed envelopes will be returned to Clementine Ink + Paper for lining before delivery to you.

PHASE 6: COMPLETION

You will be invoiced upon project completion. After 3 weeks past the invoice date, the client will be given a 2nd notice invoice as a courtesy. *A \$50.00 late charge will be applied each week to all invoices that remain unpaid after 30 days from the original invoice date.*

Clients within the Chicago-area may opt for personal delivery for \$30.00. All other items will be shipped via UPS and may require a signature upon delivery. The client must provide an appropriate address for delivery with this consideration in mind. Clementine Ink + Paper is not liable for packages that have been lost or damaged by a 3rd party, such as a calligrapher. Clementine Ink + Paper always packs your order with utmost care, but is not responsible for damages that may occur in shipping. UPS provides \$100 of liability insurance at no charge, and full insurance of your shipment is available at your request for an additional cost.



FREQUENTLY ASKED QUESTIONS

WHEN SHOULD I PLACE MY ORDER?

ORDER SAVE THE DATES: 6-12 months prior to the wedding date.

ORDER INVITATIONS: 2-3 months prior to the invitation mail date. Orders placed less than 3 weeks before mail date may have a Rush Fee of \$100 applied.

MAIL INVITATIONS: 6-8 weeks before wedding date. Rushes may be accommodated depending on the current number of orders on the production schedule.

ACCESSORIES ORDER: 1-2 months prior to the wedding date. Orders placed less than 3 weeks before wedding date may have a Rush Fee of \$100 applied.

Please note that you are welcome to order any of these items sooner than listed above. However, we request that if you order your items early you provide your completed wording/text and accurate quantities. This will allow the production process to move along smoothly.

HOW MANY ITEMS SHOULD I ORDER?

SAVE THE DATES/INVITATIONS QUANTITY: When you are figuring out how many save the dates/invitations to order, do not go by the number of guests. List out your guests and count how many addresses you have – that is the number of save the dates/invitations you will mail. Reprints are expensive and time-consuming, so be sure to include at least 10 extra invitations in your order for keepsakes and last-minute guest additions.

THANK YOU NOTES: Order at least as many as your invitations quantity. It is a good idea to order these along with your invitations to save cost and time.

WILL I SEE A PROOF?

Always. Items will never be printed until you have proofed and approved them. Orders includes up to 3 rounds of PDF proofs at no additional charge, or 2 PDF proofs and 1 hard-copy proof by mail for proofing color. (*Proofs are not available for each escort/place card, or envelopes which have digital addressing. A design sample will be provided via PDF for those items instead.*)

CAN YOU HELP WITH WORDING?

Absolutely, we are happy to help with wording and etiquette questions.

CAN YOU ADDRESS MY ENVELOPES?

Clementine Ink + Paper does offer a Digital Addressing Service using typefaces and ink colors that match your printed items. Samples available upon request. Pricing is \$0.50 per single envelope and \$0.75 per inner/outer envelope set.

We do not provide hand calligraphy. We can recommend calligraphers, or you can get a list from your wedding coordinator. See *Invitation Production Process*.

WHEN DO YOU NEED MY ADDRESS LIST AND IS THERE A SPECIAL FORMAT NEEDED?

Please provide one complete list in the Excel format in our sample file BEFORE your invitations go to print – this will ensure that you have ordered enough invitations. To avoid confusion, do not send a list with multiple tabs or multiple lists (i.e., groom's list, mother's list, etc. – please compile them into one list.) We also request that you do not include anyone on your list unless you want them to receive an addressed envelope.

It is highly recommended that you Google or use www.usps.com to verify addresses you are not familiar with. Invitations mailed to incorrect addresses can get lost in the mail for weeks before being returned to you.

There are proper ways to address your envelopes, and we recommend using the most formal options for etiquette purposes. See the *Guide to Addressing*.

HOW MUCH WILL STAMPS COST, AND WHAT KIND OF STAMPS WILL I NEED?

RSVP POSTAGE: The current rate is 44-cents. Invitations featuring sealed folders or tied ribbons will be delivered fully-assembled, with postage applied to RSVP envelopes. You may choose from stamps available at www.usps.com and Clementine Ink + Paper will take care of getting them.

Invitations which are loose or feature a belly band will not be delivered with the RSVP postage applied. You will need to add stamps before mailing.

INVITATION MAILING POSTAGE: Rates start at 61-cents and can go up to \$1.20 or more, depending on weight and shape of your invitations. Clementine Ink + Paper does not provide or pre-apply invitation mailing postage. For accurate postage rates, a fully-assembled invitation must be weighed at the post office.

It is recommended that wedding invitations be hand-canceled to reduce wear & tear. *Clementine Ink + Paper is not responsible for damage caused by the U.S. Mail.*

CUSTOM STAMPS: If you plan to use custom stamps, please be aware that the invitation weight will not be available until after they are printed and assembled. To ensure that you are ordering custom stamps with the correct weight, we recommend ordering your invitations about 2 weeks early so the custom stamp order does not affect your mailing date. Zazzle.com typically takes about 1 week to deliver custom stamps.

HOW LONG WILL IT TAKE TO RECEIVE MY ORDER?

Turn-around time varies based on quantity, print method, and complexity of your order. In general, you can expect to receive your order:

SAVE THE DATES, THANK YOU NOTES, ANNOUNCEMENTS, SHOWER INVITATIONS: 1½ - 3 weeks after print approval

WEDDING INVITATIONS: 2½ - 4 weeks after print approval

ACCESSORIES: 1-2 weeks after print approval