

All orders placed with By Kate Creates will be subject to the Terms + Conditions listed below.

By paying your deposit or otherwise confirming your order, you confirm that you have had the opportunity to read these Terms + Conditions and agree to them.

These Terms + Conditions should be read alongside your personalised quotation and any written order confirmation we provide. If there is a specific written agreement between us that differs from these Terms + Conditions, that specific agreement will take precedence.

Quotes + payment

1. Quotes are valid for 14 days from the date of issue unless otherwise stated. A 50% deposit is required to secure your booking and allow the design process to begin. Your order will not be considered confirmed until the required deposit has been received.
2. The remaining balance must be paid before your order proceeds to printing, production or dispatch, unless we have agreed otherwise in writing. Any resulting delay to production or delivery may extend the original estimated timeframe.
3. Any additional work, products or services requested after the quotation has been accepted may incur an additional charge, which will be agreed with you before the additional work is undertaken.

Design + print process

Supply of information

1. You are responsible for providing all information required for your stationery, including names, wording, dates, times, addresses, venue details, URLs, RSVP information, quantities and any other relevant details.
2. Suggested lead-times shown on our website, social media or other general information are guidelines only. Your individual production timeframe may vary depending on the complexity of your order, availability of materials, your response times, approvals and other circumstances.
3. Where a wedding or event date has been provided, we will take this into account when planning your order. However, unless a specific delivery date has been expressly agreed in writing, an event date does not constitute a guarantee that your stationery will be delivered by that date.
4. All designs belong to By Kate Creates and cannot be reproduced or amended without prior agreement.

Changes + amendments

1. Your quotation includes up to three rounds of amendments, unless otherwise stated. A round of amendments means one consolidated set of changes provided by you at the same time.
2. Additional rounds of amendments will be charged at £35 per round, unless otherwise agreed.
3. Significant changes to the original brief, including changes to the overall design direction, may require a revised quotation.

Proofing

1. A digital proof is included in standard quotations unless otherwise stated. A physical sample may be produced at an additional cost where requested.
2. You are responsible for carefully checking your proof before approving it for print or production. This includes, but is not limited to; names and spelling, dates, times, addresses, venue details, wording, website addresses, QR codes, quantities, any other information contained within the proof.
3. Once you have approved a proof for print or production, changes cannot normally be made. Where an error was present in the proof and the proof was approved by you, we cannot accept responsibility for the cost of correcting that error.

Printing + materials

1. Digital proofs are intended to provide a realistic representation of the final design but are not a guarantee of exact colour, scale or finish.
2. Colours displayed on a computer, tablet or mobile screen may differ from the final printed product due to differences in screens, printers, paper stocks, inks and printing processes.
3. Paper, card, ribbon, vellum and other materials may naturally vary slightly in colour, texture, thickness or finish.
4. Where products are handmade or hand-finished, minor variations between individual items may occur and are not necessarily considered defects.

Assembly

1. Unless otherwise agreed, stationery will be supplied assembled in a format that allows reasonable access to each layer of the design.
2. Some semi-permanent elements may not be supplied attached at the point of posting where attaching them could increase the risk of damage during transit.
3. Envelopes will be provided unaddressed unless specified in your quote.

Wedding + event dates

1. We will take your event date into consideration when planning your order and will aim to allow reasonable time for production and delivery.
2. Unless we have expressly agreed a specific delivery date in writing, we do not guarantee delivery by the event date.
3. You are responsible for allowing reasonable contingency for postal or courier delays, particularly where stationery is required for a fixed event date.

Ownership

1. Once your final payment has been made, you will become the owner of any products physically produced. You will not own the artwork produced in the design process. All designs are the copyright of By Kate Creates.
2. By Kate Creates reserves the right to feature your stationery on promotional material and it's website, but will never disclose your personal details.

Delivery + delays

1. Our production and delivery timeframe depend on you providing all required information, payments, amendments and approvals within the requested timeframe. Any delays may extend your production or delivery timeframe.
2. Where an order has a fixed wedding or event date, we may provide you with deadlines by which information or approval must be received. If a required deadline is missed, we will advise you of the options available and any resulting impact on the production or delivery timeframe.
3. Orders will normally be sent using a tracked delivery service through Royal Mail, Parcelforce, DHL or another suitable delivery provider. Where appropriate, we may require a signature on delivery.
4. Unless otherwise agreed, delivery timeframes are estimates rather than guaranteed delivery dates.
5. Once your stationery has been dispatched, responsibility for delays caused by the courier passes to the delivery provider. We will always provide tracking details and assist with any delivery enquiry or compensation claim where applicable. However, courier compensation is limited to the terms of the delivery service purchased and we cannot accept liability for consequential losses arising from courier delays.
6. Examples of delays include, but are not limited to; postal or courier delays, strikes or industrial disputes, severe weather, flooding, fire, power or internet outages, supplier failures, shortages of materials, transport disruption, government action; or other circumstances that could not reasonably have been anticipated or prevented.

Lost, damaged + incorrect orders

1. Please contact us as soon as reasonably possible if your order arrives damaged. We may ask you to provide photographs of the packaging and damaged items to assist with investigating the issue and making any relevant carrier claim.
2. Where we are responsible for a fault or error, we will consider the appropriate remedy in accordance with your statutory rights. Depending on the circumstances, this may include repair, replacement, redelivery, a price reduction or refund.
3. Delays or loss resulting from the courier will be subject to the terms above.

Cancellations

1. Once your deposit has been received the design process begins, therefore no refunds can be offered. Where you place an order with us online, by email, social media or another distance-selling method, additional consumer protection legislation may apply.
2. Certain personalised or bespoke goods may be exempt from the usual 14-day cancellation right applicable to some distance contracts. Whether an exemption applies will depend on the nature of the goods and the circumstances of the order.
3. In the rare circumstance that By Kate Creates needs to cancel an order, a full refund will be given.