



a little pigment

Terms and conditions

By placing an order with A Little Pigment you are accepting and are bound by these terms and conditions. Throughout the rest of this document, 'Us', 'We' and 'Our' will refer to A Little Pigment, and 'You' to the customer.

House collections

Design fees and revisions

With pre-designed house collections, personalisation is included in the cost of the stationery. This includes names, details of the wedding day and wording. We believe the tone of voice is an important part of expressing both your personalities and the style of your wedding. With this in mind, we aim to work with the wording you'd like whilst advising on how that works aesthetically with the design. In some cases where a lot of information is presented, you may need to consider including other stationery components such as details cards or travel and stay cards, as well as the main invitation. After providing us with the information required to personalise your invitation, you have two rounds of revisions on the wording. Further revisions may incur extra fees.

We can also adapt other elements of our house collections such as colour and, in special, cases font. Any design or artwork required for this will be charged at a rate of £30 an hour with a minimum of 1 hour's work. Any fonts you ask us to purchase for your personalisation will also be charged at cost.

Proofs

You will receive digital proofs of your designs. Proofs are electronically sent in order for you to proofread and check the design is correct. Due to printing setup costs, we do not offer hard copy proofs. It is also for this reason we don't send stationery designs to print until full payment and written approval has been received. We cannot be held responsible for any mistakes or errors that go unnoticed, so please be thorough when proofreading. Any reprints will be charged at cost.

Production

For house collections, we aim to fulfil orders within 4 weeks (dependent on number of revisions). Please note that delays in the speed of your correspondence and provision of data could also directly affect production times. Orders needed quicker than 4 weeks will incur a rush fee of 25% of the overall cost.

We depend on various suppliers to fulfil orders. In the rare occasion that there are delays beyond our control, we will keep you up to date with your order.

With printed items a minimum order of 25 is required. This applies to each time a design is sent to print, so please bear this in mind if you require us to print in batches at different times.

Bespoke designs

Design fees and revisions

With bespoke stationery, we design from the briefing we receive from you during consultation, so it's best to be as detailed as possible. To begin the bespoke design process, we require a non-refundable deposit of £300. We will send an invoice for the design fee before consultation, along with a contract to sign. This fee includes an initial consultation (usually around an hour), two design concepts, and two rounds of revision on your chosen concept. Any further designs or revisions at the concept stage will be charged at a rate of £30 an hour with a minimum of 1 hour's work, so be sure to gather all your changes in a thorough and concise email. We aim to provide your concept design within 4 weeks of the consultation (dependent on speed of correspondence and number of revisions).

Once the concept is finalised, we proceed to stationery design. We aim to provide this within 4 weeks (dependent on revisions) from concept approval and receipt of all finalised wording. At this stationery design stage, up to two rounds of revisions are included in the initial deposit. Any further designs or revisions will be charged at a rate of £30 an hour with a minimum of 1 hour's work.

Proofs

You will receive digital proofs of your designs. Proofs are electronically sent in order for you to proofread and check the design is correct. Due to printing setup costs, and the time-intensive labour involved in handmade items, we do not offer hard copy proofs. It is also for this reason that we do not send designs to print or begin creating your invitations until full payment and written approval has been received. We cannot be held responsible for any mistakes or errors that go unnoticed, so please be thorough when proofreading. Any reprints will be charged at cost and extra handmade items will be charged for. For bespoke handmade items you will not receive digital proofs. We may send concept sketches and/or initial drafts for your approval. This includes all our bespoke handmade items. Please note that where there is individually hand-painted artwork, each individual item will be unique from the other; no two will be exactly the same.

Production

For printed bespoke designs, we aim to fulfil orders within 4 weeks from final stationery approval. For handmade items, we aim to fulfil orders within 12 weeks from final stationery approval. Orders needed sooner than these timings will incur a rush fee of 25% of the overall cost.

The overall estimated turnaround time for printed bespoke stationery (from consultation to delivery) is 12 weeks, dependent on revisions and client approval time. The overall estimated turnaround time for handmade bespoke stationery (from consultation to delivery) is 20 weeks, dependent on revisions and client approval time. If a full turnaround (from consultation to delivery) is needed sooner than these timings and our schedule allows, there is a rush fee of 50%. Please note that delays in the speed of your correspondence and provision of data could directly affect production times.

We depend on various suppliers to fulfil all types of stationery orders. In the rare occasion there are delays beyond our control, we will keep you up to date with your order as much as we can.

With printed items a minimum order of 25 is required. This applies to each time a design is sent to print, so please bear this in mind if you require us to print in batches at different times.

Calligraphy and hand-lettering

For terms and conditions for calligraphy within a bespoke design, please refer to the previous section, 'Bespoke designs'.

Appearance

The nature of calligraphy will vary from that of a printed font. Because it's written by hand, inconsistencies and imperfections in letter formation and placement will occur, and may appear visually different from one another when compared. Whilst we aim to create our calligraphy to the highest quality, this is part of its natural character.

We currently offer one style of modern calligraphy. This is unique to us and has been developed over the years. Whilst we can subtly change the look to be more formal/informal, minimal/flourished, for example, we will not copy existing fonts or calligraphy like for like.

Surface

Calligraphy can be written on a number of different surfaces. Different surfaces require different tools and materials; and these will subtly change the appearance. Whilst our style remains the same, variations may occur. Different materials (inks, paints, paper, etc.) vary in their durability. We will always try to choose the best tools and materials for the product's final purpose, we cannot be held responsible for its longevity or any damage that occurs when the product is in your hands.

Where you provide the surface to be written on, they must be provided to us cleaned and ready to write on. Some surfaces may be unsuitable (organic or synthetic, including paper). Whilst we will advise you on the suitability of the material, we cannot be held responsible for any delays, damage, or dissatisfaction due to material suitability. Please be sure to check with us before purchasing or sending us any surface to work on.

We also ask that you provide us with 20% extra materials to account for reasonable human error. Large items, such as chalk boards and mirrors, aren't subject to the 20% allowance.

Provision of wording

For envelope addressing and guest names, you will need to provide your address/name list following the sample format we will provide. They will be written exactly as they appear on your list. We will not make etiquette or spelling corrections – so get a friend or family member to check it through with you! Any mistake made as a result of an incorrect list will not be refunded and replacements will be charged for. Any mistakes made by us will be replaced and posted to you as soon as possible at no extra cost.

If you are providing us with the envelopes please refer to the above section about 'Surface'.

For information on address data, please refer to our Privacy Policy.

Production

Calligraphy orders can take anywhere between 4-12 weeks, depending on the quantity and type of order. Please note that delays in the speed of your correspondence and provision of data could directly affect production times. Orders needed sooner than these timings will incur a rush fee of between 25-50% of the overall cost, depending on the quantity and type of order. We depend on various suppliers to fulfil orders. In the rare occasion that there are delays beyond our control, we will keep you up to date with your order.

Payment

We prefer customers to pay via bank transfer because it's fast, reliable and secure. Our account information will be provided on all invoices.

Additional costs

If our costs increase due to changes in your order or any other unforeseen reason, we reserve the right to make adjustments to the price and may ask for this additional payment before continuing production. We also reserve the right to make adjustments to the price, to take account of any increase, or the imposition of, any taxes or duties.

Shipping

Your stationery will be delivered by courier or Royal Mail Special Delivery Guaranteed by 1pm, which will require a signature – please make sure there is someone in to sign for it! We will send you a confirmation email with a tracking number once it's on its way to you. We're more than happy to deliver to a work address, although we cannot take any responsibility if it goes missing once signed for. Normally, there is a standard charge of £10 per package. We are not responsible for any delays, damages or loss caused by the carrier. Please note that for international deliveries, you are responsible for all import duties and taxes. International delivery may also exceed expected delivery time.

Cancellations, refunds and replacements

We will only print according to the approved proof. If any replacements are required due to errors, they will be charged at cost or in full with bespoke handmade items. We are not responsible for any mistakes printed unless we deviate from the approved proof. We therefore recommend you check very carefully all information, design, grammar, spelling and size prior to final approval. Colours can vary in print from how they may look on your screen. We recommend viewing proofs on a computer screen rather than a phone or tablet to get the best colour representation.

Due to the bespoke nature of our business, we do not offer returns or refunds.

Copyright

All of the stationery, artwork, designs and website content, bespoke or otherwise, are property of A Little Pigment and are not to be reproduced without our written permission. In the case of custom illustration or artwork, these may be available for an additional licensing fee. Digital files of our designs are not available to purchase.

As we produce all our own original artwork we do not purchase artwork elements from other parties and will not incorporate ones which you provide into our own designs.

If you have found an example of stationery that you like, please note that we will not copy or recreate someone else's design. We will only use the design for inspiration and make something unique for you.

Website

Every effort has been made to ensure the proper performance of the website, as well as keeping content accurate and up-to-date. We reserve the right to make changes and corrections to the content on the website at any time without prior notice. Misinterpretation of any information on the website is not our responsibility. If you have uncertainties or queries about the content, please contact us directly.

Publicity

We reserve the right to use and share anything we create for you for publicity unless otherwise agreed upon. We realise that publishing wedding details prior to the wedding may not be ideal, so please let us know up front if you would like us to wait until after the wedding has taken place to publicise. Please also refer to our privacy policy.

We reserve the right to make changes to these terms and conditions at any time, without prior notice.