



We are so excited to be working with you on your Big Day!

In order to make sure you understand the process and policies, please read the form below to become an official Dodeline wedding client.

LEAD TIME: We suggest that you leave 4 weeks of lead time for production. It is possible the order will be done quicker or a little later depending on multiple factors (backorders, equipment, etc.). Rest assured we do our best to get the order done in as efficient a manner as possible. If you need your order faster, we do have options to rush it. These can be discussed on a case by case basis.

DESIGN PROCESS: We will begin the design process for custom invitations no sooner than 6 months before the wedding date. During that time, up to 5 rounds of revisions may be requested. We are happy to show you multiple versions (up to 3 at once) of the invitation, response card, or other content only cards [not maps or custom art pieces], but you must approve one version before moving to the next. i.e. we cannot do 3 versions of the invitation with 3 versions of a response card with 3 versions of a details card all at once. You must approve a version of the invitation and then move on to the next piece.

SAMPLE FEE On *INVITATION* orders, we will print a sample that is as close as possible to the final product for the client's review. Once we have completed the design process, the client will fill out a sample approval form. Please note that it can take up to two weeks to get a sample together as materials will need to be ordered. When we have it ready, we will send it out to you via USPS Express Mail which usually arrives in 1 to 2 business days.

After the sample has been received and selections are final, the client will approve the order for final production via an additional form. We recommend that you plan for 4 weeks of production time after final approval. *If you would like a sample for your save the date and/or any day of paper, that can be addressed on a case by case basis.*

DESIGN SERVICE FEES A design service fee is charged when:

- A map is included in the design (please note no more than 5 locations are included in our design fee unless otherwise discussed)
- Custom artwork is requested; for example, a venue drawing that we do not have in our design library or one where the client wants us to create a new version
- Custom crest designs, monograms, etc.

The design service fee covers the extra time we will spend working with the client to create something to your taste and preference. The artwork created remains the property of Dodeline Design.

If we have created something that is specific to you, such as a crest or monogram, we will release those digital files for your use for an additional \$250. Under no circumstances do we release digital files for venue drawings or other non-client specific art.

ENVELOPES: Please note, different companies have different envelope flaps, so the flap shown in your envelope proof may or may not represent the flap shape. While we're designing and the envelope color is in flux, we may not know which flap it will be because of that. *If envelope flap shape is important to you, please let us know.* Otherwise, we will order the color that you select and the flap style may vary a bit based on availability.

ADDRESSING: Addresses must be submitted in the format found our website. While we do try to give your list a once over, the list is printed as you send it to us, so if you want it to say "Mr. and Mrs." instead of just "Bill and Sue" – you must send it to us that way. If you want it to say "Georgia" and not "GA" – you must send it to us this way. We are not responsible for errors made on the provided address list. *Please note that white ink envelope printing does not allow for any reprints or adjustments after the initial round (it's a one-shot deal).*

Please note that if we are doing the guest addressing, we do not break out the quantity for “return only” envelopes. An order is either a guest addressed order or it is not and that rate applies to all of the envelopes.

PROOF APPROVAL: Once the client approves a proof for production, no further changes can be made and any and all errors on the proof (including but not limited to spelling, date, time, etc.) are the client's responsibility. Changes requested after proof approval will require additional printing & design fees. When you approve your order, you are approving the invoice & final quantity. **You cannot reduce the quantity after approval.** We may possibly be able to increase it but under no circumstances can you reduce it.

PAYMENTS: We accept payment via check or credit card (online only). A 50% deposit is required before design work begins. You are able to edit the quote as needed during the design process up until we approve for production.

DEPOSITS & CANCELLATIONS: Prior to proof approval, orders are subject to a \$250 cancellation fee (or forfeit of deposit if deposit was less than \$250) + anything that has been printed or ordered on the client's behalf. After proof approval, no part of the order will be refunded and the full balance is due.

SHIPPING: We use UPS Ground to ship invitation orders. If you would like expedited shipping, let us know and we can let you know the cost. Unfortunately, we are not able to be responsible for mishaps related to shipping, but we will do our best to help you resolve any issues that may arise.

MAILING INVITATIONS: It is likely that, no matter who mails your invitations, a few may be lost in the mail. It is best to order a few extra sets for those types of issues. If Dodeline ends up doing the mailing of your invitations, we will have them weighed at the post office to ensure they are correct and hand them directly to a postal service employee. We are unable to be responsible for delivery times, returns, missing invitations, etc. after that time.

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