

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

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

### 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.

- **Standard Design Fee**

We take great time and care with every client. A standard design service fee applies on save the date orders under a quantity of 50 and on all invitation orders.

- **Custom Design Service Fees**

If you want to create something unique to you like a custom crest, a map design, etc., there will be custom design service fees on your invoice.

- **Design Release**

If you want a digital release of your custom crest, a \$250 design release charge applies. We do not release any other types of art.

### COMMUNICATION & EDITS:

We will do our best to respond to emails within 3 business days. Please reach out if you have not heard from us after that time frame. As we are handling many weddings at once, it is the client's responsibility to consistently communicate and keep the project on track.

Design edits are only accepted over email. You are welcome to call with questions, but we will always require specific edits to be shared in a written email so that everyone on our team can access it.

### SAMPLE FEE:

A printed sample of your invitation will be sent to you prior to final approval. Please note, depending on your printing methods, the sample could be exactly what you ordered or more of an approximation (i.e. sample won't have letterpress or foil). Additional samples are billed at \$25/ea. Please note that it can take up to two weeks to get a sample together as materials may need to be ordered. When ready, we send via UPS 2 Day.

### APPROVAL DEADLINE:

Orders must be approved by 14 weeks before the wedding date to avoid mandatory rush fees. If the order is not approved and in production by this date, a minimum rush fee of \$300 will apply. Rush fees will be higher for orders with specialty elements (engraving, letterpress, etc.)

### LEAD TIME:

Please plan for invitation orders to have a 4 week lead time *after* final approval. Sometimes it can be shorter or a little longer depending on a variety of factors. Rush options may be available - please ask us if you want to consider it.

### ADDRESSING:

You will upload your addresses within your client portal, and it **MUST** follow our format found [here](#) and be an EXCEL file or we will ask you to re-submit. Emailed or physical copies of address lists are not accepted. Addresses must be submitted in the proper format. We print exactly as submitted and are not responsible for errors in your submission.

### PROOF APPROVAL:

Once approved, no further changes can be made. Errors are the client's responsibility.

### PAYMENTS:

We accept check or credit card. A 50% deposit is required before design begins. To help keep our pricing as low as possible, there is a credit card convenience fee at checkout. Pay by ACH or check to avoid that fee.

**CANCELLATION / REFUND POLICY:**

Once the design process has begun, no design fees shall be refunded and an additional cancellation fee of \$500 applies. Any remainder of the deposit will be refunded. If the cancellation fee exceeds your deposit paid, there will be no refund or balance due. Once your stated order approval deadline has passed (14 weeks before the wedding), orders cannot be canceled 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.

*Last Updated: April 2026*