

Newport & Sage

STATIONERY STUDIO

Terms & Conditions

Our Terms & Conditions

Please note that payment of your deposit signifies approval of the following terms and conditions. Please take the time to read through the following terms before paying your deposit.

Payment

A 50% non-refundable deposit will be required before any work on your stationery will commence. The remaining balance is required prior to the items being sent to print. No orders will be printed or shipped if payment has not been made.

Order Cancellation

Your 50% deposit payment is non-refundable as it covers administration and design work. Cancellation prior to design work commencing may be refunded at the discretion of Newport & Sage.

Dates & Timeframes

Dates agreed will only be guaranteed if you have completed and returned forms and information requested prior to any allotted date. If not completed on time your design date will be delayed.

We aim to send your first proof within one week of your design date. Once your final proof has been approved, your hand printed stationery will be delivered within 2-6 weeks (depending on print finish and any extra embellishments or assembly chosen). We will give you a more accurate time frame when you place your order however there may be unforeseen circumstances beyond our control that effect these time frames.

Proof Approval

Newport & Sage provide 3 rounds of wording revisions for both Semi Bespoke and fully Bespoke design suites, any further proofs will be charged at £20 per proof. Once the first proofs have been completed any major changes to the design will be chargeable as a separate project and work for these additional proofs will be charged at £30 per proof.

Final Proofs will be sent to print displaying the wording and layout agreed and provided by you. You are responsible for checking these before approving, this includes layout, spelling, grammar and wording as well as the quantity ordered on your invoice. We recommend a friend or family member also checking over them as well as printing a proof at home using the 'actual size' print option to check you are happy with the text size.

Once designs are approved and signed off any typos or errors that are subsequently printed are not the responsibility of Newport & Sage and if replacements are required these will be charged for in full.

We will always print from the approved proof, unless Newport and Sage deviates from your approved proof a refund or reprint will not be offered.

Samples

Our samples are made available to allow clients to see and feel the quality and style of the products we offer. These can be requested for or purchased from our website from £10 including postage and packaging. We cannot guarantee that your stationery will replicate any sample received due to the different variables in design and print.

Packaging & Delivery

Newport & Sage use recycled materials to package deliveries and strive to use environmentally friendly alternatives to plastic which is of the utmost importance to us. Therefore the packaging isn't super beautiful but it does the job whilst being the best it can be for our planet.

We send orders via recorded delivery or by courier. These parcels are insured to the full value of the contents however any delivery issues or damage caused by client error is not Newport & Sage's responsibility and we can also not be held accountable for delays caused by couriers. We will however aim to make you aware of any delays before sending.

Ownership

All stationery, artwork, and designs are copyright of Newport and Sage. All rights reserved and they may not be reproduced in any form without prior permission from Newport & Sage. Any improper or illegal use of stationery, artwork or designs will be pursued.

Credits & Promotion

Newport & Sage reserve the right to include photos of final stationery and other goods in their portfolio including photos shared and used on social media, sample packs and on their website. If you do not wish for this to happen please make us aware of this.

Problems With Your Order

Please check all stationery upon receipt. In the extremely rare event of any damage or miscounted stationery, it must be highlighted to Newport & Sage within 2 days of delivery by email.

Communication & Expectations

Please note that any delays in completing information or providing feedback where required will delay the delivery of your invitations by the same amount of time.

Office hours are 9.00am - 5.30pm, Monday to Friday, Please send all communication via email. We endeavour to reply within 24 hours.

While we may occasionally work on design in the evenings and send proofs out of office hours, please do not expect a reply to a query during this time. Emails will not be checked over the weekend.

Privacy

This policy lays out what data we hold, how we use it, how our partners use it, how long we hold your data for, how it is protected and how you can request to change or delete this data.

What data do we hold and is it protected?

Newport & Sage uses email and Jotform to gather data. The data that we hold includes your name, telephone and email address and delivery address, along with dates of your event, this data is collated by Jotform and this data is encrypted and protected by password and only accessible to Meg for purposes of design, invoice and delivery.

How do we use your data and how do we share it with our partners?

Your data is used to create your stationery. Depending on the method of print that you choose, the data that is relevant to printing your stationery, can be shared with our print partners. Newport & Sage has ensured that our print partners also have up to date privacy policies that adhere to the GDPR.

We may use your completed stationery to showcase online on our website, social media and at events where we showcase our stationery. When used online we endeavour to ensure this does not show full details of your event however you may ask for this to be not used or removed at any time.

Your printed stationery may be used in sample packs. We do not include RSVP's with addresses or any invitations or details sheets that include private data such as addresses, email addresses and wedding websites.

How long do we hold your data for?

Newport & Sage holds your personal data on our emails and Jotform for 6 months after your delivery date. This is then permanently deleted one year after your event date. Print files are also kept for a year after your event date.

You can request to remove your data by email at any time.