

SDezigns Celebrations

Custom Stationery

POLICIES AND PROCESS

WELCOME

WELCOME TO SDEZIGNS! BESIDES DESIGNING AND PLANNING GORGEOUS EVENTS, WE ARE ALSO A GRAPHIC DESIGN STUDIO BASED IN NJ. SDEZIGNS IS THE HOME OF SDEZIGNS WEDDINGS AND SDEZIGNS CELEBRATIONS AND WE SPECIALIZE IN EVERYTHING PAPER! GORGEOUS CUSTOM DESIGNS FOR A BEAUTIFUL CELEBRATION OR WEDDING... SO HERE WE ARE... INVITATIONS, ENCLOSURES, PLACE CARDS, TABLE NUMBERS, PROGRAMS, TAGS AND OOOOHHH SO MUCH MORE!

HOW TO GET STARTED

IF YOU LIVE IN NJ AND WOULD LIKE TO VISIT US, WE WOULD LOVE TO HAVE YOU AT OUR STUDIO SO YOU CAN SEE SAMPLES, FEEL THE PAPER AND QUALITY AND GET A MORE PERSONAL ONE-ON-ONE CONSULTATION AND VISUAL IDEAS.

HOWEVER, IF YOU CAN'T VISIT US, WE CAN DO IT ALL IN THE WONDERFUL ONLINE WORLD. FIRST SEND US AN EMAIL, FILL OUT THE FORM ON OUR CONTACT PAGE, SEND US AN ETSY CONVERSATION OR CALL US TO LET US KNOW WHAT YOU ARE LOOKING FOR. WE'LL START THE CONVERSATION THIS WAY AND WE'LL GET YOU ALL OF THE INFO YOU NEED.

CUSTOMIZATION

IF YOU SEE SOMETHING THAT YOU LOVE ON OUR SITE OR ETSY SHOP AND YOU ARE READY TO ORDER, JUST SEND US A MESSAGE WITH THE FOLLOWING DETAILS:

- WHICH STYLE YOU ARE LOOKING FOR
- NUMBER OF INVITATIONS
- WORDING OF INVITATION THAT INCLUDES: -DATE AND TIME, -LOCATIONS, INCLUDING NAME OF PLACE AND ADDRESS, -RSVP INFORMATION
- IF YOU WANT TO CHANGE COLORS, PLEASE SPECIFY WHAT COLORS

*A PROOF WILL BE EMAILED TO YOU WITHIN 72 HOURS OF RECEIVING YOUR PERSONALIZED INFORMATION AND CUSTOMIZATION PAYMENT.

BRAND NEW CUSTOM DESIGN

IF YOU WOULD LIKE A BRAND NEW CUSTOM DESIGN, NOT FOUND ON OUR SITE OR ETSY SHOP, WE WILL BE THRILLED TO DESIGN IT FOR YOU. YOU DREAM IT, WE MAKE IT COME TRUE! THERE IS A ONE-TIME DESIGN FEE OF \$50 TO GET STARTED FOR A WEDDING INVITATION AND \$25 FOR ANY OTHER SOCIAL INVITATION OR STATIONERY. THIS IS THE DESIGN FEE AND YOU WILL RECEIVE AN ONLINE PROOF FOR YOUR APPROVAL. A SEPARATE FEE WILL BE ISSUED FOR A PHYSICAL SAMPLE.

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Custom Stationery POLICIES AND PROCESS CONTINUATION

SAMPLES

YOU MAY GET A SAMPLE "AS IS" BY PURCHASING THE CURRENT LISTING OF THE SAMPLE YOU LIKE AT OUR ETSY SHOP. IF YOU WANT YOUR SAMPLE CUSTOMIZED WITH YOUR WORDING AND COLORS, THERE IS A ONE-TIME \$25 DESIGN CUSTOMIZATION FEE.

PAYMENT

*WE ACCEPT PAYPAL AS OUR PRIMARY ONLINE OPTION WHICH ALLOWS YOU TO PAY WITH A PAYPAL ACCOUNT OR WITH A CREDIT CARD.

*IF YOU ARE PAYING IN PERSON, A CHECK FOR A DEPOSIT IS ACCEPTED AND CASH OR PAYPAL FOR THE FINAL PAYMENT.

*STATE TAX WILL BE ADDED TO NJ RESIDENTS

ASSEMBLY

THERE IS AN OPTIONAL \$100 ASSEMBLY FEE PER 75 OR PER 100 WEDDING INVITATIONS (DEPENDING ON COMPLEXITY) OR ELABORATE SOCIAL INVITATIONS WITH POCKETFOLDS, \$.75 CENTS EACH FOR EVERY EXTRA INVITATIONS PAST 100. YOU MAY CHOOSE TO DO ASSEMBLY ON YOUR OWN AND ALL PIECES WILL BE SENT SEPARATELY.

TURNAROUND TIME

*A PROOF WILL BE SENT IN 48 TO 72 HOURS VIA EMAIL ONCE THE INITIAL PAYMENT IS MADE, WHETHER IT'S A CUSTOM ITEM OR CUSTOMIZATION OF ONE OF OUR ALREADY MADE DESIGNS.

*ONCE PROOF IS APPROVED, IT TAKES 10-12 BUSINESS DAYS FOR A SMALL ORDER TO SHIP. WEDDING INVITATIONS AND ELABORATE INVITATIONS WITH POCKETFOLDS MAY TAKE UP TO 8 WEEKS AFTER APPROVAL. THIS IS A ROUGH ESTIMATE MORE OR LESS DEPENDING ON OUR PRODUCTION SCHEDULE, QUANTITY AND COMPLEXITY OF JOB.

*RUSH ORDERS ARE SOMETIMES POSSIBLE BUT A \$25 RUSH FEE WILL APPLY FOR SMALL ORDERS AND \$50 OR MORE FOR A BIG OR WEDDING INVITATION ORDER.

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POLICIES AND PROCESS

CONTINUATION

SHIPPING

*ALL ITEMS WILL BE SHIPPED USING FIRST CLASS MAIL FOR SMALL ORDERS AND SAMPLES OR PRIORITY MAIL THROUGH USPS WITH TRACKING NUMBERS FOR BIGGER ORDERS.

*SHIPPING UPGRADES SUCH AS CONFIRMATION AND INSURANCE AVAILABLE UPON REQUEST.

*UPS SHIPPING WITH TRACKING NUMBER IS ALSO AVAILABLE UPON REQUEST.

*SHIPPING PRICES FOR UPGRADES WILL BE REFLECTED ON AN UPDATED INVOICE.

REFUNDS AND EXCHANGES

*OUR ITEMS ARE CUSTOM AND HANDMADE THEREFORE THERE ARE NO REFUNDS OR EXCHANGES. AN EMAIL WILL BE SENT TO YOU WITH A PROOF BEFORE ANY ITEM IS PRINTED. PLEASE MAKE SURE YOU READ AND RE-READ EVERYTHING, AFTER PROOF IS APPROVED WE ARE NOT RESPONSIBLE FOR MISPELLING OR MISTAKES.

*WE ARE NOT RESPONSIBLE FOR ANY DAMAGES CAUSED BY DELIVERY CARRIERS.