

stylish stationery for beautiful celebrations

TERMS & CONDITIONS

Copyright

All copyright is entirely owned and reserved by Stationery Couture. All designs are exclusive and original to Stationery Couture and are protected by copyright law. Please be advised that it is an offence to breach copyright regulations on all design, text, layout, images and item concepts. Violation of this regulation will be pursued.

All items featured on the website and in associated media advertising are exclusive to, and only available through Stationery Couture. It is illegal to reproduce any design, text, layout, images or item concepts from this website or associated media advertising without the express written permission of Stationery Couture.

Please note: A copyright credit will be printed unobtrusively on each Stationery Couture item that is purchased. No exceptions.

Colour Palettes and Paper Stocks

Our beautiful stationery is printed, by using traditional; and industry benchmark, offset printing presses. By choosing to honour this classic printing method, Stationery Couture has been able to offer a truly unique range of handcrafted colours, unavailable elsewhere, that have been chosen to specifically enhance design, text and paper stocks.

Our products shimmer with a hint of metallic sparkle that has been beautifully captured throughout the images on the website, however, onscreen colours may vary due to the control settings on computer monitors. Should you wish to sample our product before your purchase, please visit our Samples Page.

Sample Packs

We take enormous pride in our exclusive collection and quality of our product, however should you wish to sample our product before your purchase, please visit our samples page.

Our sample kits are priced at \$49.95 and include GST, postage and handling. Should you wish to place an order with Stationery Couture this fee is redeemable off the cost of your purchase. Keep secure the code that is assigned to your sample pack and enter it at the purchase point to receive your rebate.

Envelopes

Stationery Couture manufacture their own matching and corresponding envelopes. If an order is placed on white stock, the corresponding envelope, no matter what choice of ink colour that is selected, will be assigned white envelopes. An order that is placed on our coloured stock will be assigned the matching colour envelopes.

If you purchase an RSVP card, Stationery Couture provides an envelope printed with your address details in the corresponding ink colour that you have selected for your order, on the front of your RSVP Envelopes. The RSVP envelope is only available in white.

Ordering Process and Artwork Design

Once you have selected your design, simply select the quantity you require and any other items you would like to purchase, and proceed through to the Purchase Point page. This page will inform you of your total purchase price including GST and postage.

On this page you will be asked to submit your contact details and in return will be sent a template via email from Stationery Couture requesting names, dates and venues so that the artwork design process can commence.

Within three working days after receiving your completed details, you will receive a PDF 'artwork proof' in black and white, for your review and approval.

Revisions by you, if required, to this initial artwork proof must be in writing and emailed to Stationery Couture.

A final and revised PDF proof will be resent to you with your requested alterations.

To proceed to print, from this point, please complete the Approval to Print form via email.

Please Note: Print approval must also be accompanied by payment in full for your order to proceed. Client errors that are approved through the proofing process will be reprinted entirely at the clients expense; therefore it is the clients' sole responsibility to ensure all copy is correct.

Reprinting will commence only when payment for the revised printing has been paid/cleared.

Guest Names

If you have requested that your invitations be personalised, it is essential that you ensure all spelling, punctuation and spacing is correct on the template file that we receive back from you. All names will be printed exactly as supplied. Any errors will be printed at the clients' expense.

Personalisation

Invitations and Place Cards can be personalised. A personalisation fee of \$100 is chargeable for this service. Please select this option when placing your order and a Personalisation Template will be emailed out to you.

Extra Invitations

It is essential that you finalise your guest list and assess carefully the need for spare invitations. Should you require further printed stationery after your order has been placed and printed; a reprint fee of \$80 will be incurred in addition to the cost of the stationery required. It is recommended that you add an extra five invitations, as a minimum, to your order to avoid this inconvenience and expense.

Postage

All orders are dispatched via Australia Post by registered mail or Courier to the delivery address nominated on your order page. Postage and/or Courier fees are \$20 plus GST for all deliveries within Australia.

Stationery Couture will accept no responsibility, for loss or damage once the package has been posted. You are of course welcome to purchase insurance on your order, which you can nominate to be arranged on your behalf at the purchase point page.

International Posting

Shipping costs to International destinations will be advised when your delivery address is confirmed. Stationery Couture is not responsible for any taxes or duties that may be incurred by the arrival of your order via International shipping. No responsibility will be accepted by Stationery Couture, for loss or damage once the package has been posted.

You are welcome to purchase insurance on your order that you can nominate to be arranged on your behalf at the purchase point page.

Quantity

A minimum order of 40 items per stationery piece is required to have an order processed.

Pricing

All pricing listed on this website is in Australian Dollars and GST will be included and added in our total at the checkout. The GST (Goods and Services Tax) is an Australian Tax and will not apply to International Orders.

Payment Options

You can be assured that your personal details are treated with the utmost privacy and security and our online shopping cart service, is not only user friendly, but also a reliable, secure and convenient payment system.

Credit Card Payments

Stationery Couture accepts credit card payment through, Visa, MasterCard or Bankcard. Use of an American Express Credit Card is welcome but will attract a 2% surcharge fee.

Bank Deposit, Cheque or Money Order Payments

These forms of payment are welcome at Stationery Couture and when cleared, will allow your order to proceed to print.

Please post Cheques or Money Orders to

JAYS PRINTING SERVICES
UNIT 6, 83 COX AVENUE
KINGSWOOD NSW 2747

Direct Deposit Payments

Please contact Stationery Couture for Direct Deposit details. Phone 02 4731 8266 or email to request account details.

Gift Certificates

Gift Certificates are available for purchase. There is no predetermined dollar value assigned to the certificate. The purchaser may nominate and pay a dollar value of their choosing. The certificate, once purchased is non refundable and non transferable and must be redeemed within twelve months from the month and year of the certificate purchase date. The purchase price includes a presentation style certificate and corresponding envelope. The reference number on the certificate must be nominated at the point of purchase to redeem the certificates value.

Delivery Times

From the moment we receive your 'Approval to Print' email and payment in full your order will be printed and despatched in fourteen (14) business working days. Should the order be required in seven (7) business working days an additional loading fee will apply to the order. Please contact us directly to arrange a quote and ensure the order can be filled by your deadline.

As a guide, wedding invitations are traditionally posted to guests six weeks before the wedding date. Depending on the speed in which you respond to checking and approving your artwork proofs and paying for your order to be printed, it is advisable to begin your invitation selection process up to at least ten weeks before your wedding date. Stationery Couture and our parent company JAYS PRINTING SERVICES PTY LTD is a specialist and professional printing organisation that has strict quality control practices set in place to ensure consistently excellent service, products and results. It is our recommendation, therefore, that you allow yourself as much time as you feel you will need to organise your stationery requirements for your big day.

Stationery Couture offices will be closed, every year, in the week leading up to Christmas Day and into the first two weeks of January. Orders placed during these closure dates will be attended to upon our return, however if this closure means that we cannot meet your deadline, we will advise you before we commence work on your order.

Please allow extra time for International orders /shipping.

Refunds

Please select carefully as Stationery Couture will not provide a refund if you change your mind, make the wrong selection or your personal arrangements are postponed or cancelled. Please note that colours may vary slightly due to the manufacturing process specific to each product and onscreen colours may vary due to control settings on computer monitors.