

## **FAQ's**

### **What is the average cost of wedding invitations?**

This is a question we get asked all the time. Our invitations start at €1.50 upwards. It really depends on the style of invitation you choose. Should you see a particular design you like please email us on our "Contact page". We will email you back a quote within 24 hours. Please state clearly the design name and the section it is from. You are welcome to also telephone us should you wish either.

Please note our "Chic Collection" would be the most expensive on our site. Truly beautiful with velvet papers etc. They average over €4 per invite.

### **Can I have matching RSVP's / Evening / Marriage Ceremony Booklets?**

All our designs carry complementing RSVP's, Evening Invitations, Thank You cards. We can design your Marriage Ceremony/Order of Service Booklets also.

### **Why is there no prices on invitations ?**

We carry such a large portfolio of invitations. The prices tend to change alot due to currency changes and promotions. Some of our collections we have special rates for orders over 150 invitations.

### **Can I order extra invitations if I haven't ordered enough?**

Certainly. If you require extra invitations or other stationery items, let us know by email or phone. Depending on the design they can take at least 10 days to arrange.

### **Do you have a Bespoke service?**

Should you wish us to design a "Bespoke Invitation" our graphic designer/artist is happy to do this for you. There is a €50 charge for any sample design work. Should you choose a design this cost will be reimbursed against your order. Once we have the concept we take it from there!

We always look forward to the challenge of new designs so should you have a particular design you really like please bring along with you and would be happy to design for you.

### **Do your invitations include envelopes and inserts ?**

Our wedding stationery designs all include a matching envelope. Lined envelopes (optional) are available with most of our designs. These are extra and tend to cost from .18cent. Again, this depends on the chosen designs. Some of designs include all inserts. Also, some of our design come with “raised ink” as standard.

### **Can I book my invitations in advance?**

Of course . We are often fully booked from 1 to 2 months in advance, so it is advisable to place your order with us in plenty of time to ensure your invitations arrive with you in plenty of time. Please bear in mind that it can take 6-8 weeks to produce some of our designs.

### **When should I send my invitations out?**

Wedding Invitations are usually sent out around 8 weeks before your wedding date. So effectively, you need to place an order around 5 months in advance of your wedding date.

### **Is there a minimum order?**

No, we don't have a minimum order policy.

### **Can I change the colour of the design I have seen?**

Some of the designs can be personalised with your chosen colour theme. The font colour/ribbon colour can be changed in most cases.

### **Can you match my chosen colour via a colour swatch?**

Yes, we recommend that you send in a colour swatch e.g. piece of fabric , card or ribbon, that is true representation of your chosen colour scheme, so that we can colour match your invites as accurately as possible.

### **Can I write my own wording for my invites?**

Of course. If you don't find a suitable wording template in our selection, then you are welcome to write your own wording if you wish

### **I'm not sure of my final numbers, can I change the amount later?**

You can adjust the final numbers (less or more) at a later date and we will adjust the final balance accordingly. We recommend you order at least an extra 10 invitations to allow for errors etc.

### **Can I order samples?**

No problem. Some of our samples incur a cost of €4.50 each. It takes at least 2 weeks to get samples sent out. You can pay for these through our Paypal system or send a cheque.

### **Can the designs be adapted for other special occasions?**

All of our designs can be adapted for civil partnership ceremonies, parties and special occasions, corporate events and private functions.

### **How do I pay for my order?**

You can pay by cheque (made payable to K Designs) or pay through our secure Paypal system where an electronic invoice will be sent to your via e-mail. You can also pay for your order on collection.

### **What are your delivery charges?**

We provide a next day courier delivery service should you wish to have your order dispatched directly to your address. Our courier service incurs a fee of €12 per parcel up to 20 kgs.

### **When do you require the details for Marriage Ceremony/ Favours etc?**

We require this information at least 4-5 weeks before your wedding date; however, if you have these details sooner, then you are welcome to send them to us as soon as you have them.

### **Can I cancel my order?**

Should you wish to cancel your order you may do so but if work has commenced we will need to charge you for any costs already incurred. Please see our Terms and Conditions on Home Page.

### **What do you do with my personal details?**

We only collect your personal details for your order. We do not pass clients details onto any third parties. Once your wedding date has passed we shred all information belonging to a client.

### **How can I make an appointment?**

We work by appointment only. We take appointments from Monday to Saturday. Our times for appointments are from 11 a.m. and take our last appointment at 8 p.m. Our last appointment on a Saturday is 4 p.m. We do not open on Sundays or Bank Holidays. We tend to book up quickly and there is normally a waiting list of 7 days.

### **Facebook**

Please follow us on the above social media site. We will be featuring new designs each month.