



FEATHER PAPER

FREQUENTLY ASKED QUESTIONS

CAN I ORDER SAMPLES

Yes, please do. I have spent a lot of time researching and sourcing high quality, eco friendly materials that are beautiful to the eye and the touch. There is no substitute for holding our stationery in your own hands and I encourage you to order samples before you buy.

CAN WE COMBINE ELEMENTS FROM DIFFERENT FEATHER PAPER COLLECTION SUITES TO MAKE A NEW SUITE?

Feather Paper Collection Suites are fixed in design and can't be mixed and matched. I would be happy to discuss how we can take elements from the Feather Paper Collection Suites to design a fully bespoke suite for you.

WHAT TYPES OF PRINTING DO YOU OFFER AND WHICH SUIT MY BUDGET?

Feather Paper offers digital printing, letterpress printing and foil printing. I will work with you to design a suite that maximises your budget for the style of printing you prefer.

DO YOU PRINT IN HOUSE OR OUTSOURCE?

Both! Depending on paper, time and style requirements.

CAN I ORDER ALL MY OTHER STATIONERY FROM YOU, AS WELL AS INVITATIONS?

Yes you can! Feather Paper can provide the whole suite of items for your event, from save the dates to RSVP cards, menus, place cards and thank you notes to name but a few.

DO YOU HAVE MATCHING ON THE DAY DETAILS?

If you are an existing Feather Paper client then I am happy to work with you to create goods with a cohesive feel to your suite. This would be treated as a bespoke order and is subject to availability (we suggest booking this well in advance to avoid disappointment). Please note that I only offer Day Of services to Feather Paper wedding stationery couples.



DO YOU OFFER RECYCLED PAPER OR ANY OTHER ECO-FRIENDLY MATERIALS?

Yes! Almost all of our products are eco-conscious.

HOW FAR IN ADVANCE SHOULD I PLACE MY ORDER?

The traditional etiquette advice is that you should aim to send out save the dates 8 to 10 months before the wedding and a couple of months earlier for destination weddings. Invitations should be sent out 10 to 12 weeks before the wedding and a few weeks earlier for destination weddings.

Although traditional etiquette prescribes these timescales, there is no reason to follow these traditions if they are impractical or unhelpful for your guests.

FOR FEATHER PAPER COLLECTIONS: whether you follow traditional etiquette or do your own thing, ideally you will order your save the dates / invitations from Feather Paper at least 3 months before you need to send them out. The estimated turnaround time for the whole process is 6 - 12 weeks depending on selected items and printing choices.

FOR BESPOKE STATIONERY: the creative design and production process for bespoke wedding stationary can take anything from 3 to 10 months to get everything just so. Ideally, you will contact me 12 to 6 months before you need to send out your invitations.

I NEED MY ORDER QUICKER THAN THAT

At this time, I am unable to accept last minute orders.

HOW MANY INVITATIONS SHOULD I ORDER

Begin by making a numbered guest list. You only need to send one invitation per family unit / household and couple so list each household or couple as a separate row. Don't forget to include yourself and your partner, your bridesmaids and parents in this list.

From this figure, add 20%. This will cover last minute emergencies such as people you forgot to invite, items that get lost in the post, last minute requests to add to the guest list, keep sakes and a styling set for your wedding photographer.

You will be provided with a sample format guest list in your Feather Paper Welcome Pack.

IS THERE A ORDER MINIMUM

For all orders that need to be printed, there is a minimum order requirement of 50 pieces.



HOW MUCH DOES BESPOKE STATIONERY COST?

Feather Paper produces a luxury product made by skilled artisanal hands. This means that all of our bespoke work is priced on a case by case basis depending on the design's complexity and reflecting the craftsmanship involved.

The cost of bespoke stationery is priced according to the complexity of each individual stationary suite design, the artistic skills involved and the print process used. This means that I can work with you to design a suite of stationary to suit your budget.

As a rough guide for bespoke wedding stationary, most couples spend from US\$ 1,500 up to US\$ 6,000 and over.

Another option is one of our Feather Paper Collection Suites. These start from about US\$ 560. The design of the suites in the Collections are fixed but allow you to use your own wording, specify paper type and printing methods. Additional mix and match items are also available across the suites. These items include additional cards, hand addressed envelopes, vintage or custom stamps and wax seals and custom logos.

WHAT PAYMENT TYPES DO YOU TAKE?

Feather Paper accepts Visa, Mastercard, Maestro and Paypal. You will be directed to make payment through our Little Majlis shop.

WHAT IS THE PROCESS?

Head over to the Collections page on our website to learn the process for semi custom and to our Bespoke page to learn the process for bespoke stationery. If you need more details, please get in touch and I will send you more information.

HOW DO I FOLLOW THE PROGRESS OF MY ORDER?

I believe that communication and collaboration are key and you will be kept up to date with every stage and what happens at every step. When you become a Feather Paper Client, you will get access to a private and confidential client portal. From here you can access all the key documents, emails and progress updates on your stationery. Full instructions on how to log on and use your client portal will be provided in your Feather Paper Welcome Pack.

WILL I BE ABLE TO APPROVE MY INVITATION BEFORE SIGN OFF?



Yes! You will be given a design proof to review and sign off. Two sets of design proofs are included in the price of the Collection Suites (a draft design proof and a final design proof) and up to 3 design proofs are included in the price of bespoke stationery (a draft design proof, a revised design proof and a final design proof). Bespoke stationery clients also receive unlimited revisions to their Design Foundation. A Design Foundation is a reference point that includes the main elements for a design project. It pulls actual elements from your project and places them all together for reference as we progress through the design process.

CAN I ADD IN ADDITIONAL REVISIONS?

Additional revisions are billed as follows, per revision:

Minor revisions to (envelopes, colour, typed text) beyond the complimentary 2 included with your suite: \$70

Revisions to illustrations, if included: \$150

Revisions to monogram, if included: \$75

Revisions to script (e.g. changing your script choice, re-scripting names, or locations): \$150

DO YOU SHIP INTERNATIONALLY?

Yes, Feather Paper is pleased to work with clients from around the globe. All shipping is carried out through a reputable international courier service and is priced on a case by case basis.

HOW DO I SUBMIT THE ADDRESS FOR MY ENVELOPES

The list of addresses must be submitted to Feather Paper in the exact format that you would prefer them written, so please thoroughly check your list because it will be copied exactly as provided.

Please provide a Word or Apple Pages document, or an email of the address. Please do not set the addresses out in a spreadsheet. A spreadsheet is a very difficult format to follow and I will ask you to re-format the document. All Feather Paper clients receive a handy template in their Welcome Packs to make submitting addresses easy.

ONE OF MY HANDWRITTEN ENVELOPES IS WRITTEN INCORRECTLY, WHAT SHOULD I DO?

I have a stringent proofing and quality control process so you can expect that mistakes by Feather Paper will be few and far between. That said, I am human and we can all make a mistake from time to time. If the typo is an error on my part then I shall correct it immediately, and at Feather Paper's own expense. Please check your package when it arrives and let me know if you have any issues within 5 calendar days of receipt.



If you realise that you made a mistake in the information that you have provided to Feather Paper, please notify me immediately.

CAN YOU GIVE ME THE DIGITAL FILE SO I CAN USE MY OWN PRINTER?

Feather Paper provides commercial logos and spot calligraphy in digital format but our stationery is only provided as a printed suite so that I can ensure the quality of the product.

POSTAGE STAMPS - HOW MUCH AND HOW MANY?

As my clients are from various countries and use different delivery methods, I am unable to provide generic advice on postage costs. I recommend taking your suite into your local post office where they can weigh and measure your suite and advise the appropriate shipping costs.

RETURNS / CANCELLATION POLICY

Please read the Feather Paper Terms & Conditions document for full details on our returns and cancellation policy.

CAN I CHANGE MY MIND AFTER I'VE MADE MY PURCHASE?

For Collection Suites: you're welcome to switch suites at any point prior to design starting. Once you provide your wording, the suite cannot be swapped or changed without a new purchase. If you swap suites then I will provide you with a revised invoice to reflect any changes in cost between the different suites.

For Bespoke Suites: changes can be accommodated up to final sign off of your Final Design Proof.

Please see our Terms & Conditions for more information on what will happen should you choose to cancel your order with Feather Paper.

THANK YOU.