



## PRODUCTION SUMMARY

The information contained in this summary outlines the process, from material ordering, timescales, proofing guidance and general do's and don'ts.

It's important that this summary is read as we'll be proceeding with your order on the basis that this has been read and understood.

### EMAIL

[hello@ellebeedesign.co.uk](mailto:hello@ellebeedesign.co.uk)

### PHONE

01905 28997

### INSTAGRAM

[@ellebeedesign](https://www.instagram.com/ellebeedesign)

# materials

We only carry enough materials on-site to satisfy sample orders. Given this, we place orders for the materials required for customer orders once a week, typically first thing on a Monday morning upon receipt of customer orders. **It's often the case that your materials will already be on order by the point of you receiving this summary.**

If you do wish to make a change, for example to material colours, then you must inform us **immediately** but please note dependent on the timing, it may not be possible to do this without additional charge.

If we have already placed a material order with our supplier and you subsequently make a change, then charges will be incurred to enable us to order the alternative / additional stock.

If we are yet to place the material order then we will update this for you without additional charge.

## MINIMUM ORDER QUANTITIES

Please also note that we have a minimum order quantity of 20 for the vast majority of stationery items. As a result if materials have already been placed, any subsequent requirement for extras will be charged at a rate of 20 or the minimum for the relevant item type.

## MATERIAL AVAILABILITY

Whilst rare, there may be occasions where a chosen finish or colour may not be available from our supplier. If / when this occurs, we will confirm the options and any potential delay with you.

## WAX SEAL ENGRAVINGS

Unless already discussed prior, all custom engravings for wax seals will be placed without being proofed. This is to ensure we have the stamp on-site ready for production.



How long an order takes varies dependent upon a number of factors but is ultimately split into two main phases, which is proofing, and production.

## **PROOFING**

All orders placed with us receive up to three digital proofs as part of the order you've placed. Whilst rare, any additional proofing rounds are charged at £50 each.

The initial draft upon receipt of your wording / details will be completed within **5 business days**. Two revision rounds follow and these will be sent within **3 business days**.

We run a queueing system on a first-come, first-served basis, so the size of any change does not impact how long updates take to be sent.

When you are happy with your proofs we will request that you sign off via our website, to confirm that production can be scheduled.

## **PRODUCTION**

We allow up to a maximum of 2 weeks for digitally printed orders and up to 3 weeks for hot foiling / letterpress / acrylic to be completed and dispatched.

We will endeavour to complete as quickly as we can within these targets and are often much quicker dependent upon what's been ordered. However the time an order takes to produce will be impacted by the size of the order and the number of handmade elements.

With handmade elements, it's important to note that pocketfolds, coloured envelopes and wax seals are all made entirely by hand and from scratch.

## **FAST-TRACK**

We do also offer a fast-track service which is chargeable at 50% of the value of your order. This reduces production time by half, and ensures a within-24hr turnaround for proofing. Please contact us if you'd like to include this.

# guidelines + advice

## **FORMAT OF DETAILS**

When we request your details we will need this back in a format that we can copy and paste from to ensure as much accuracy as possible.

Word Docs, Google Docs, Email text are all fine but we can't work from PDFs, screenshots, or photos of handwritten wording.

## **WORDING LIMITS**

We will make suggestions for the number of words / lines for each item in your order so we recommend following those guidelines when sending your details back to us to ensure you receive proofs back in a timely manner.

## **CHANGING DESIGN**

If you wish to change design prior to proofing commencing, this will often be done without charge unless there is a need to change materials.

If a design is to be changed after a round of proofs has already been completed, then this will be charged at £50 to cover the additional time to create from scratch.

## **CHANGING FONTS**

We have created our designs using carefully selected typography. Therefore if you do wish to change fonts this would be classified as "Bespoke" with a charge of £50.

## **PROOF CHECKING**

We are human so we suggest carefully scrutinising any proofs received. We also recommend that you spell-check your wording before sending it to us.

## **CHASING**

We would politely request that you don't chase for proofing responses. If you've replied to us then you'll be in our queue and, if you email again, that could move you to the back of the queue as we work through the emails in date received sequence.

*questions?*

If anything is unclear at all then please don't hesitate to ask.

Invitations and stationery are very variable, from design to design and couple to couple, so it's difficult to cover all of the potential variables in one place.

So if you do require some guidance or you have a question that hasn't already been answered, please do contact us, we'll help wherever we can.

## **SERVICE UPDATES**

If there are any updates that impact our work then we will always communicate via email and Instagram.

So if you haven't already done so we would **strongly recommend** subscribing to our newsletter and / or following us on Instagram.

## **EMAIL**

hello@ellebeedesign.co.uk

## **PHONE**

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## **INSTAGRAM**

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