

# KEY INFORMATION DOCUMENT

## Wedding Signage & Stationery with Boards By Jess

If you have any questions regarding this information, please feel free to contact me.  
By paying your deposit you are agreeing to these terms.

### DEPOSIT

- The stated deposit/booking fee of £35.00 is required to secure your booking in my diary.
- Alternative deposits/booking fee may be required if your order requires a big material cost.
- Please note all deposits/booking fees are non-refundable.
- Without a paid deposit, your booking will not be confirmed.
- Work will only commence after the deposit/booking is paid.
- Your deposit will be deducted from the final total due after all work is completed just before collection/delivery.
- If you have been asked to pay in full, this will not be refundable.
- In paying the deposit/booking fee, you are agreeing to the following points below.

### BEGINNING THE DESIGN PROCESS

- Once the deposit is paid, your date will be secured in my diary.
- I will be back in contact circa 6-8 weeks before your wedding to begin organising the design process with you.
- During the design process, we will decide on item materials as well as style/themes/colours and I will guide you with some ideas for wording and design.
- Certain materials, such as acrylic or bespoke shaped materials require pre-ordering and will require an earlier lead time in order to order supplies in. If you think you may want acrylic or a specific item, please let us know 8-10 weeks prior to your wedding to avoid disappointment.
- I have lots of resources, previous work and imagery available to help make the decision easier for you and I am more than happy to take on new ideas you may have.
- If you would like to start discussing anything earlier on or have any inspiration images, questions or queries to send me at any point, feel free to contact me at any point.

## DETAIL AND CONTENT DEADLINES FOR DESIGN

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- I require information for handpainted items by the deadline given (3 weeks before delivery/collection).
- I require information for printed items (e.g. menus) by the deadline given (4 weeks before delivery/collection) to allow time for external print time.
- Any big changes or details provided late may incur a rush charge and might alter the delivery date.
- All information must be correct and spelling must be checked before sending to Boards By Jess.
- Boards by Jess does not hold any responsibility for any errors based on the information given for design.
- If after the design deadline, there are errors in the information provided, this may incur extra charges to rectify these changes. If changes are made too close to the delivery/collection date, we can not guarantee changes can be made and this time will depend on our existing commitments at the time of changes being made.

## PROVIDING MATERIALS

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- If you are providing materials for me to hand letter, for example place names or envelopes, please provide 10% extra materials to allow for any mistakes.

## LAST MINUTE ORDERS

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- If you require me to add something to your order, I will try my best to schedule time to accept this. But I cannot guarantee this and so please contact me as early as possible.

## DRAFTS AND MOCK UPS

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- If you have ordered items from my house signage collection purchase/hire, the prices do not include mock ups or drafts.
- Printed items will include a mock up sent for approval before being sent for print.
- If you feel you would like a mock up, please contact me and we can discuss supplement charges.
- Please note there may be some circumstances where a rough mock up may be sent if discussing a new design idea or unique hand painted piece.

## DESIGN REQUESTS

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- I am open to taking inspiration from images, styling, colours to help make your signage as personable as possible.
- Boards By Jess holds a variety of colours for illustration, design and can provide colour swatches/samples on request.
- Due to the nature of the colours and shades, I may not always be able to provide an exact colour match to requests but will try my best to provide the best solution/colour.
- I am open to inspiration from my own work but do not copy other artists' work.
- The majority of wording/illustration requests are within the prices stated however if I feel your request will take additional time or is very detailed, this may occur charges which I will state to have approved before beginning design.

## APPROVING PHOTOS AND FINAL CHANGES

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- During the design period and once the items are complete, Boards By Jess will send images of each item to have approved before delivery/collection.
- Due to the nature of the items being handmade, there will always be slight variation in pieces.
- I require a response to approve that all information and content is correct when seeking approval via email.
- Once you have approved the items, this will sign off the design process.
- Once the design process is signed off, Boards by Jess does not hold any responsibility for any errors based on the information given for design.
- On the rare occasion you do notice an error on my behalf please let me know and I will make the changes for you before collection. I'll always try to avoid this ever happening but with hand painted pieces, there is a small chance it can happen especially during busy periods. Errors made on my behalf (Boards By Jess) that need correcting will not be charged for. If you notice an error not made on my behalf, charges may occur.

## EASELS

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- I do hold a small number of wooden easels which are available to hire at an additional price of £5.00 each and will be billed for when I send your final invoice.
- My easels are light wood and have a height adjustment ledge for the signs to sit on as well as a height adjustable top clamp.
- I cannot guarantee easels will always be available so please give me as much notice as possible.
- I always recommend checking in with your wedding venue to see if they have any easels you can use.
- Alternatively if your venue or myself doesn't have easels available for you, I can send some links which I recommend for my signs to sit on.

## PAYMENT

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- Bank transfers are preferable but other forms of payment can be discussed.
- All charges will be made via invoice.
- All payments must be paid within 14 days of invoicing and must be made before delivery or collection.
- If there are any adjustments to your final order, these will be added to the final invoice. If your numbers change and I have already ordered supplies then you may be subject to extra costs for getting the extra materials ordered in, including rush delivery charges.

## POSTAGE

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- I will take care in packaging your items ahead of postage/transport however once the items have been shipped, Boards By Jess does no longer take responsibility for the safety of your items if delayed or lost.
- All large items will be sent with a tracked service and the tracking number can be provided upon request.
- Smaller items can be provided with or without a tracked service.

## COLLECTION INFORMATION

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- Items must be collected on the agreed date and time.
- If you think you will not be able to make your collection time, please give at least 24 hours notice.
- Due to multiple collections during busy periods, please do let me know if you are running late as I will have everything ready for your collection time slot.
- Collection is preferred during my working hours on Monday-Friday however if this is difficult, please state and we can organise a suitable time.

## VENUE DELIVERY AND COLLECTION INFORMATION

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- Venue Delivery/Collection can be arranged upon request but is not always available during busy periods.
- Venue Delivery/Collection requests must be made at least 30 days before the delivery/collection date, otherwise they cannot be considered.
- Venue Delivery will be charged at an extra cost additional to the items ordered.
- Boards By Jess will deliver to the provided venue on the agreed date and time.

## RETURNS

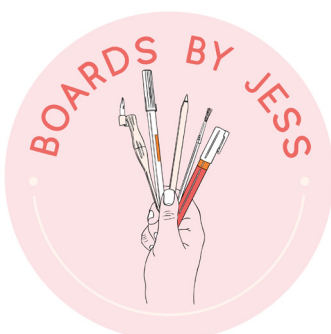
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- Items must be collected on the agreed date and time.
- If you think you will not be able to make your collection time, please give at least 24 hours notice.
- Please take care that all items and easels are returned in the same condition they were before your wedding date.
- If items have been damaged upon return, extra charges can occur.

## CANCELLATIONS

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- If you decide to cancel the full order prior to any work commencing, deposits cannot be returned.
- If you decide you may no longer require an item in your order, please give me as much notice as possible.



**JESSICA WATSON**

MODERN CALLIGRAPHY, LETTERING & ILLUSTRATION

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