

FAQ's

Can I order wedding stationery from your website?

Unfortunately we are currently in the process of designing our e-commerce site, so at the moment no, but keep checking back regularly, as this function will be available in 2010.

What do I do first?

Firstly, fill out the order form and post it back to us, or alternatively email enquiries@jollielolliedesigns.com with your requirements.

We will arrange an initial consultation via telephone, where we will discuss what type of invitations you would like, your dedicated colour scheme, any ideas you may have and the overall theme that you would like your wedding to have so that we have a good understanding of your style, personality and requirements.

What happens next?

We will post you a sample proof, for which there is a £5.00 charge, which we will refund on your final invoice total up to a maximum of 3 samples) and an approval letter together with a quotation for the price of your stationery minus any discount and sample refunds applicable. Please check all the details thoroughly, particularly the spelling of names, dates and addresses. A deposit of 50% of the total is required when placing your order (this deposit is non refundable).

Post back the approval letter and the signed invitation proof, clearly indicating any amendments. Production of your stationery will not commence until the original proof and approval letter have been received. Invitations will be delivered to you between 4-8 weeks, depending on the size and design of your order. The remaining 50% payment will be payable before the first part of your order is dispatched, please note that the items will be shipped at various times and are sent via a courier and will need a signature.

How long before my wedding should I place an order?

For all of our stationery we recommend 3-4 months before your wedding day. For bespoke and couture stationery 5 months is necessary. Of course sometimes things can't be planned in advance. If you need your stationery sooner than this, please call us and we'll do our best to accommodate you.

When should I send the wedding invitations?

Wedding invitations should be sent with plenty of time for your guests to respond and for you to fill in last minute details for caterers and table plans. We recommend sending invitations out about 12 weeks before the wedding day.

How many invitations should I order?

This depends on your guest list. One invite per household is usual with extras to allow for mistakes when writing. Guests invited to the day and evening events need one invite. Some clients like to order extra invites as keepsakes of their wedding day or to include in their wedding album. If you have any queries please call us before placing your order.

How many menus do I need?

This depends on how many guests are sat at a table but usually 1 menu per 3 guests. We can create petite menu's on a per guest basis to co-ordinate with your chosen theme.

What wording should I put on the invitation?

This depends on what type of wedding you are having - religious or civil - traditional or contemporary - and who is hosting the wedding. We have wording suggestions for most scenarios and are happy to advise you when you place your order.

Do you cater for Civil Partnerships?

Yes, all our stationery items are suited to Civil Partnerships. Please contact us with your requirements

We are getting married abroad – what do we need to know about invitations?

Any invitations need to be sent much earlier than usual to allow your guests time to prepare. Save the Date cards are particularly useful in this situation, as you can send these 6 months to 1 year in advance to be sure your guests are free on the wedding day.