



CUSTOM DESIGN PROCESS

*Thank you for your interest in Tying the Knots Custom Watercolor Wedding Stationery!
This guide helps to break down each step in the process of our project.*

FREQUENTLY ASKED QUESTIONS

Q: How do we get started?

A: Once you decide to move forward with Tying the Knots Studio, we will create a contract for you along with a link for the initial \$150 retainer deposit which will go toward your total payment. Your total payment is based off of the estimate(s) we send you via email.

Q: How does payment work?

A: You can choose your method of payment such as credit card or PayPal. The remaining balance is due after the first pencil proof on the first design has been approved.

Q: Can I upgrade my quantity and/or paper choice and/or card sizes after payment?

A: Yes, any time up until we print you can make upgrades.

Q: Can I upgrade my quantity and/or paper choice and/or card sizes after filling out the forms?

A: Yes, any time up until we print you can make upgrades.

Q: How does the design process start?

A: We will direct you to our Welcome Page which has a form for each item we will design for you. On each form, you will find examples of wording, font options, and images of previous projects which can be helpful with inspiration ideas.

Q: Will your watermark appear on my printed material?

A: No, the watermark is for our proofing purposes only and will not appear on your printed cards.

Q: Is there an additional fee for a custom map?

A: No, there is never an additional fee for custom artwork of any kind, unless you would like to keep the original artwork.

Q: Can I have the original artwork?

A: Yes, for an additional fee. Exclusive Design Package starting at \$425 in addition to your printing estimate, please inquire.

Q: Are digital files available?

A: Yes, for an additional fee, please inquire.

Q: Are there refunds?

A: Due to the customized nature of this process, we do not offer refunds.

Q: Can my designs and/or printing be expedited?

A: It depends on the time of year, but most likely, yes! We can expedite the design and or the printing of your project for an additional fee, please inquire.

Q: What is the design process like?

A: The Design Process starts after we receive the corresponding form you filled out and submitted. The design process for each item we design for you typically takes 2 weeks from start to finish. Once all designs are finalized, we are ready to print. The printing timeline is an anticipated 8-10 business days.

Q: How does the proofing process work?

A: After we receive your form, we start the pencil proof of your design. We submit the pencil proof to you which is essentially a blueprint for your design. At this point, we can make any necessary revisions to your pencil proof. Please allow 1-3 business days for each revision.

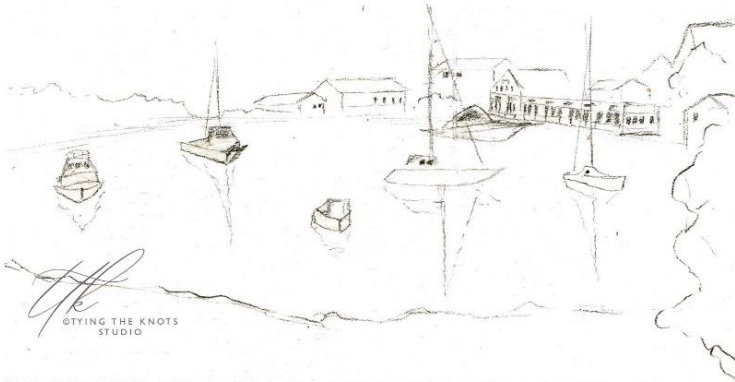
MR. & MRS. MICHAEL NORRIS
INVITE YOU TO SHARE IN THEIR JOY
AT THE MARRIAGE OF THEIR DAUGHTER

Kristina Lee Norris
TO
Kyle Charles Martiff

SATURDAY, SEPTEMBER 12, 2020
AT HALF PAST FOUR IN THE AFTERNOON

WYCHMERE BEACH CLUB
23 SNOW INN ROAD
HARWICH PORT, MASSACHUSETTS

Reception to follow



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