

our Policy



DISCLAIMER:

No Refunds: Once your final proof has been approved by you and the balance has been paid in full, no refunds will be issued in the event of cancellation for any reason. While refunds are not possible after the order is placed, we are dedicated to delivering exceptional customer service. In the unfortunate event of a cancellation, we will collaborate with you to explore alternative solutions tailored to your specific circumstances. Our aim is to assist in alleviating any stress caused by the situation and to find the most suitable resolution for your needs.

Deposits: Violet Invitations (MSM Creative, Inc.) reserves the right to apply a 25% service fee on stock items and a 50% service fee on custom orders for any refunded deposits and payments made for products and services provided to you. This fee is designed to cover the costs associated with the services already provided to you.

Errors: If any errors are discovered after approving your final proof on a finished product or address list, etc., you have the option to reorder. *However, please note that Violet Invitations (MSM Creative, Inc.) cannot be held responsible or liable for such errors. While we strive to rectify any mishaps to the best of our ability, we do not accept responsibility for printed or personalized products that have been approved by you.*

Ordering Quantities: Should you opt to order a limited quantity of invitations, kindly be aware that, owing to our vendors, you may only place orders in increments of 25* or more (**some exceptions per vendor for lower quantity increments*). If additional quantities are requested, they will be treated as a new order, and additional fees may be applicable.

Pricing: Prices are subject to change without notice. Deposits paid on orders without final payment may have a price increase.

Shipping: Shipping costs are not included in the price of any orders and will be added separately. To prevent multiple shipping fees, we recommend that our customers place a full order during their appointment. *Please note that shipping charges vary.*

Postage / USPS: We are not affiliated with the United States Postal Service. We are not responsible for issues in the mail during transit. We do not stamp and seal outer mailing envelopes and can not give accurate pricing on postage per piece.

Final Payment: is due when you approve your order to print. Your order will not go to print until final payment is received.

Payments Accepted: We welcome major credit cards (*with service fee*), cash, checks, and select payment apps. To initiate your order, a 50% deposit is necessary, and the outstanding balance is due before printing. If you require alternative payment arrangements, we can discuss adjustments or a customized payment plan during your appointment.

MANDATORY PROOFING POLICY:

1. You will receive proofs for all printed pieces of your order. Pay close attention to spelling, addresses, phone numbers, dates, times, etc. Violet Invitations (MSM Creative, Inc.) cannot accept responsibility for errors or omissions not noted on the proof provided to you.
2. You must reply via email with any changes and/or corrections to your order.
3. Customer changes will require a new proof. Additional time and materials will be billed at our standard rates.
4. Customer changes may affect the estimated completion date of this order.
5. If approved you must reply to the proof email "**Proof Approved to Print.**"

ORDER PROOFS:

Digital Proofs: This proof portrays a representation of your final printed material. On-screen proofs may not always accurately represent the final product. Color may vary in printing. It does not represent the actual paper stock.

DIGITAL PROOFS ARE DELIVERED IN A PDF FORMAT VIA EMAIL

Physical Proofs: Upon request and will be charged based on the smallest quantity per vendor. Shipping and taxes may apply.