

Conditions and Terms of Sale For Peacock & Company Collections

It is imperative that you read these policies before placing your order

Custom Orders

Every order that is placed on our site is a custom order with the exception of post cards. We do not carry merchandise in stock. Each order is produced according to the choices that you make which includes the designs, printing options, color choices, cardstock and paper selections. If you would like to place a custom order for any projects or items that we do not currently carry, please contact us first by e-mail to give us background information on your project.

Production Time

We make every effort to get your order to you as soon as possible but production time can vary from approximately 8-10 weeks or more and is contingent on orders in process. Orders placed from Gallery 1 require more time to execute than any of the other Galleries as a result of the hand painting that is involved. If you are ordering quantities larger than 250 from Gallery 1, additional time will be required. After you place your **preliminary** order, you will be notified as to whether or not we can accommodate your request. If we can fill your order, we will e-mail you with instructions on placing your **final** order within the time specified in the e-mail. If we do not hear from you within the specified period, we will have to schedule another order to place in your production slot. This will delay production of your order should you place one after the specified time. To insure timely delivery of all orders, regardless of quantity and design, we strongly urge you to order well in advance to allow enough time for mailing and receiving responses from your guests. Placing an order that calls for genuine engraving will slow production time and must be placed no less than 3½ months in advance because of this time consuming process. In addition, requesting photo proofs will also impede production time.

Payment

We require a 50% down payment for all custom orders. This is payable by Visa, Mastercard or American Express. The other half will be charged when production has been completed.

Order without Printing

If you would prefer to provide your own printing, you can order the outer invitations without the printed invites. The cardstock and envelopes will be included with your order and when the second portion of your order is ready to be billed, printing charges will be excluded from your final bill.

Product Variations

Most of our designs are produced by hand and not by mechanical means. Therefore, no two pieces of your order will be exactly alike. Of course they will all be the same style that you ordered but each one will have varying characteristics (i.e. textured, smooth, and rough surfaces etc.). If you place an order for hand painted metallic invitations they will be painted by hand to resemble antiques and given a distressed paint technique. We do not consider any of the aforementioned characteristics as defects. They are inherent of the artistic process.

Envelope Sizes

Without sacrificing the integrity of the artistic design, some of the styles of the outer invitations (which hold the printed invites) do not fit standard sized envelopes. Therefore, the envelopes that you receive have been manufactured to fit these non standard sizes and may require additional postage. After receiving your order, please check with your local post office for the cost of postage.

Refunds and Cancellations

Please remember that you are placing an order for merchandise that is made to suit only your needs. Production of an order becomes personalized with the inclusion of names, dates, times and places. This also includes the style and color choices of the invitation along with paper selections and printing options. These choices are pertinent only to you and as a result we cannot resell customized merchandise. Therefore, **we do not give refunds.**

Once the initial deposit of 50% is charged and you need to cancel, you will be charged for everything produced up to the point of cancellation in addition to materials, engraving and shipping charges and any other charges incurred in connection with your order. If the total order has been completed and you cancel, there are no refunds and **no exceptions.** If you cancel your order after the initial deposit is charged but nothing has been produced, you will incur a \$60.00 cancellation fee.

Returns

If you receive merchandise that is damaged during shipping, please contact the shipping company immediately to file a claim. Unfortunately, we cannot accept returns for damages. When placing your order, please buy shipping insurance for the amount of your order.

International Orders

Due to customs inspections, we advise you to place your orders in excess of the 8-10 week production period. Please allow additional time for mailing and receiving responses from your guests. Additional shipping and handling charges will apply for all international orders.

Samples

We recommend that you order samples prior to placing your order. The colors that you see on your monitor may vary from what you see in person. The cost of samples can be found on the price pages. Shipping and handling charges are extra. To receive your samples, please allow 2-3 weeks for delivery in the USA. Additional time and charges will apply for international shipping. There are no samples for note cards and postcards.

Governing Law

This agreement and all rights and obligations will be governed by the city of Washington, D.C. Any disputes hereunder will be heard in the appropriate federal and state courts located in Washington, D.C.

*Please read and make a copy of these terms for your records.

Important Information

What do our prices include ?

1. For all invitations - color coordinated envelopes tissues and up to 13 lines of text.
2. Pantograph Format for all wedding invitations--this means that the names and places in the text will be enlarged relative to the rest of the text. If you wish to delete this format there will be a \$10.50 charge.
3. Jet black ink for all thermographed items.
4. Printed return address envelope flaps for invitations and response cards up to three lines.

Additional charges that you may incur

1. Photo Proofs a printout of the typesetting for you to review \$16.00. If you would like to see an additional proof with a different typestyle, the charge is \$32.00.
2. For invitations over 13 lines add \$9.50.
3. For reception information as corner copy on your invitation add \$16.00 for this service.
4. For any single line of corner copy add \$9.50. For multiple lines of corner copy in one corner add \$19.00.
5. For each entrée selection listed on the reply card add 9.50.
6. For each accent mark shown on your order copy form add \$1.00. Please clearly identify each accent mark of your order form.
7. Ink Colors-Jet Black is our standard ink for thermographed orders. To change to any of our other house ink colors (gray, dark blue, dark green, brown, light pink, hot pink, light blue, burgundy or red) add \$17.50 per item. For gold or silver ink add \$26.50 per item. When selecting a colored ink, please allow one to two extra weeks production time.

Other Important Information

You may use your own wording for your wedding stationery as long as your wording conforms to accepted wedding etiquette and will be printed in an aesthetically pleasing manner. If you do not specifically tell us differently in writing, our printer will produce your stationery according to traditionally correct style and their professional aesthetic judgement.

When deciding amongst our invitation styles, please keep in mind that invitations look more attractive when the lettering is large. Also the more cursive a typestyle appears, the more space it takes up on an invitation. Remember that both the length and number of lines of your invitation determine how large your lettering can be.

When calculating the quantities needed, be sure to count the number of invitations rather than the number of people attending. We strongly recommend ordering 25 more than you think you will need, especially if the wedding is several months away. Lists tend to grow, and it is much more economical to include a few extras when placing the original order than it is to place a reorder. Once a printing order has been completed, the minimum reorder is 50.

Types of Printing

Thermography- This type of printing is printed on an offset press-the same kind of press used to print newspapers, political flyers, or most other printed items but with a different effect. The difference from "flat printing" is that as each item of stationery comes off the press, it is sprinkled with powdered resin which sticks to the wet ink. The excess is vacuumed off the paper and the stationery is "baked "as it goes through a heat tunnel. The high temperature boils the ink and resin combination resulting in the raised effect you can feel after the mixture cools and dries.

Letterpress-a term used for printing text with movable type, in which the raised surface of the type is inked and then pressed against a smooth substance to obtain an image in reverse. In addition to the direct impression of inked moveable type onto paper or another receptive surface, the term letterpress can also refer to the direct impression of inked media such as zinc "cuts" (plates) or linoleum blocks onto a receptive surface.

Genuine Engraving-is produced by etching the words of your stationery into a metal plate. The plate is then meticulously fastened into an engraving press. Ink is applied to the plate and the face of the plate is wiped so that ink remains only in the cutout words. The plate is stamped onto the piece of paper to be engraved using tremendous pressure which forces part of the paper into the inked portions of the plate. This process produces the clean cut, delicately scrolled, elegant letters for which genuine engraving is known. The characteristics of genuine engraving are the indentations on the back of the piece of paper produced using extreme pressure to press the etched letters on the engraving plate. This is a time-consuming process by which each plate must be prepared individually with much of the work having to be done by hand. Each piece of paper must be fed separately by hand into the engraving press and then placed by hand on drying racks. Genuine engraving is more expensive to produce than thermography--often called "raised print." You can be sure that you have genuine engraved stationery because we send you the plates with the order. As a result of this time-consuming process, our printer recommends that this type of order should be placed no less than 3 ½ months in advance.

It is not possible to mix any of the three processes (i.e. thermography, letterpress or engraving) in the same job order. This is because the colors of the inks for each process will not match.

WORDING GUIDE

If the wedding is held at the home of a Friend, substitute in place of church the following wording:

...at the residence of
Mr. and Mrs. David Fields
210 North Seventh Street
Akron, Ohio

**Mother or Father DECEASED
And Living Parent has
NOT REMARRIED**

MOTHER Issuing Invitation:
Mrs. Michael Stevens
requests the honour of your presence
at the marriage of her daughter
Bridgette Eve
to
Mr. Evan Gregory Roberts

FATHER Issuing Invitation:
Mr. Michael Stevens
requests the honour of your presence
at the marriage of his daughter
Bridgette Eve
to
Mr. Evan Gregory Roberts

**Mother or Father DECEASED
and Living Parent has REMARRIED:**

MOTHER REMARRIED Issuing
Invitations using her Present
Husband's Name:
Mrs. Corbin Conners
requests the honour of your presence
at the marriage of her daughter
Bridgette Eve Stevens
to
Mr. Evan Gregory Roberts

FATHER REMARRIED Issuing

Invitations
Mr. Michael Stevens
requests the honour of your presence
at the marriage of his daughter
Bridgette Eve
to
Mr. Evan Gregory Roberts

(In either cases, if the Bride is close to her stepparent, the phrase "at the marriage of their daughter" is acceptable.)

**Mother and Father DECEASED
and Brother or Sister Issuing
Invitations:**

Mr. and Mrs. Daniel Stevens
requests the honour of your presence
at the marriage of his sister
Bridgette Eve

to

Mr. Evan Gregory Roberts

or

Mr. and Mrs. Kaleb Jackson
requests the honour of your presence
At the marriage of her sister

Bridgette Eve Stevens

to

Mr. Evan Gregory Roberts

continued on page 2

WORDING GUIDE

Bride's Parents and GROOM'S

Parents Issuing Invitations:

Mr. and Mrs. Michael Stevens
and
Mr. and Mrs. Larry Roberts
requests the honour of your presence
at the marriage of their children
Bridgette Eve
to
Evan Gregory

BRIDE and GROOM

Issuing OWN Invitations
Miss. Bridgette Eve Stevens
and
Mr. Evan Gregory Roberts
requests the honour of your presence
at their marriage
"Ms. May be substituted for "Miss."

DIVORCED Parents

Issuing Invitations
Divorced Mother's Invitations:
Mrs. Candace Ruth Stevens
requests the honour of your presence
at the marriage of her daughter
Bridgette Eve
to
Mr. Evan Gregory Roberts

DIVORCED Father's Invitations:

Mr. Michael Stevens
requests the honour of your presence
at the marriage of his daughter
Bridgette Eve
to
Mr. Evan Gregory Roberts

DIVORCED Both Parents' Invitations

Mrs. Candace Stevens
and
Mr. Michael Stevens
requests the honour of your presence
at the marriage of their daughter
Bridgette Eve
to
Mr. Evan Gregory Roberts

SECOND MARRIAGES

Invitations to the marriage of a young divorcee or widow do not differ from those of a first marriage except that the Bride's married name and her title may be used:

Mr. and Mrs. Michael Stevens
requests the honour of your presence
at the marriage of their daughter
Ms. Bridgette Eve Connors
to
Mr. Evan Gregory Roberts

GROOMS FAMILY

Issuing Invitations:
Mr. and Mrs. Larry Roberts
requests the honour of your presence at
at the marriage of
Miss Bridgette Eve Stevens
to their son
Mr. Evan Gregory Roberts
Either "Miss or "Ms. is used when the sponsors
of the wedding are not relatives.)

Mother and Father Living:

Mr. and Mrs. Michael Stevens
requests the honour of your presence
at the marriage of their daughter
Bridgette Eve
to
Mr. Evan Gregory Roberts
on Saturday, the tenth of October
two thousand and seven
at two o'clock in the afternoon
St. Augustine's Church
1800 19th Street Northwest
Pittsburgh, Pennsylvania

WORDING GUIDE

DOUBLE WEDDING

When Brides are Sisters:
 Mr. and Mrs. Michael Stevens
 requests the honour of your presence
 at the marriage of their daughters
 Bridgette Eve
 to
 Mr. Evan Gregory Roberts
 and
 Katherine Ruth
 to
 Mr. Raphael Cordova

When Brides are NOT SISTERS:

Mr. and Mrs. Michael Stevens
 and
 Mr. and Mrs. Thomas Crowne
 requests the honour of your presence
 at the marriage of their daughters
 Bridgette Eve Stevens
 to
 Mr. Evan Gregory Roberts
 and
 Trudy Lynn Patterson
 to
 Mr. Byron Lee Crowne

RECEPTION Invitation Issued

When Ceremony is Private:

Mr. and Mrs. Michael Stevens
 requests the pleasure of your company at
 the wedding reception of their daughter
 Bridgette Eve
 to
 Mr. Evan Gregory Roberts
 Saturday, Seventeenth of September
 two thousand and seven
 at five o'clock in the evening
 The Four Season Hotel Main Ballroom
 Burbank, California

Correct Use of MILITARY RANK on Wedding Invitations

-NAVY-

Ensign and Higher Rank:
 to
 Evan Gregory Roberts
 Ensign, United States Navy

Petty Officers & Seaman:
 to
 Evan Gregory Roberts
 United States Navy

ARMY, AIR FORCE, MARINECORPS

Captain or Higher Rank
 to
 Captain Evan Gregory Roberts
 United States Army

Lieutenant:
 to
 Evan Gregory Roberts
 Lieutenant, United States Army

Noncoms and Privates:

to
 Evan Gregory Roberts
 United States Army