

PACKAGE

TERMS & CONDITIONS

EVERYTHING YOU NEED TO KNOW BEFORE WE CREATE SOMETHING BEAUTIFUL TOGETHER.

By placing an order and making payment, you acknowledge and agree to the following Terms & Conditions.

BOOKINGS & PAYMENTS

Securing Your Order

A 20% non-refundable deposit is required to secure your booking and event date. The remaining balance is due 30 days before the event. Orders placed within 30 days require full payment.

Production will only proceed once applicable payments and approvals are received.

DESIGN & MOCK-UPS

Design & Revisions

Design and a digital mock-up are included where applicable. Mock-ups are generally prepared 3 weeks before the delivery, provided all final information has been received. Two revision rounds are included; thereafter R50 is charged per additional revision. Major redesigns may incur an additional fee.

APPROVAL & CLIENT ERRORS

Please Check Carefully

Clients are responsible for checking all names, spelling, dates, wording, quantities, menus, guest details and seating arrangements before approval. We work from the information supplied and do not accept responsibility for client-supplied or client-approved errors.



Reprints

Once approved, the mock-up is considered final. If the finished product matches the approved mock-up, any redesign, reprint or remake required due to incorrect or changed client information is for the client's account. If we make a production error, please report it within 24 hours with photographs.

SEATING CHARTS & GUEST NAMES

Final Guest Information

We generally finalise and dispatch seating charts and guest-name stationery within 3 weeks of the wedding to allow for common guest changes. Changes after approval are charged accordingly. A substantial seating-chart redesign within 7 days of the wedding carries a R100 redesign fee, plus applicable reprint and rush fees.

PRODUCTION & RUSH ORDERS

Lead Times

Production takes approximately 10-15 business days after final mock-up approval. Late information or approval may shorten this timeframe. Orders placed less than 2 weeks before the event, or late changes requiring priority production, are rush orders and incur a 5%-10% rush fee, subject to availability.

PACKAGES & UPGRADES

What's Included

Packages include only the standard size, material, style and quantity stated. Where a package includes menus or stationery, the standard package style applies. Premium styles, materials, finishes and combinations shown elsewhere in our brochure are upgrades and are charged separately. Package keychains are selected wood/leather styles only. Standard Corex signage is included where stated.

Premium Upgrades & Exclusions

Linen/fabric/mesh, Perspex/acrylic, foam board, MDF/wood, larger signage, premium materials, custom shapes, speciality finishes and additional quantities are upgrades and charged separately.



CUSTOM ORDERS & CANCELLATIONS

Made Especially for You

All personalised/custom-made products are non-refundable once approved or in production. The 20% booking deposit is non-refundable.

PRODUCT CONDITION

Quality

All items are checked before dispatch or collection. Any production issue must be reported within 24 hours with clear photographs. Minor variations in colour, cutting, printing, engraving and materials may occur. Minor acrylic/Perspex surface imperfections are not considered defects where they do not materially affect the product.

COURIER & DELIVERY

Delivery

Courier via My Courier SA or The Courier Guy generally takes 3-5 business days, additional to production. We package orders carefully; however, third-party courier handling, delays, loss or transit damage are outside our direct control. Courier damage must be reported within 24 hours, with photographs and original packaging retained.

HIRE ITEMS

Something Borrowed

Hire items remain the property of Signature Set Up & Co and must be returned by the agreed date and time. A refundable breakage deposit may apply. Lost, damaged, missing or late items may incur additional charges.

DESIGN OWNERSHIP

Our Creative Work

All original designs and artwork remain the intellectual property of Signature Set Up & Co and may not be copied, reproduced or supplied to another business for reproduction without written permission.



BOOKINGS & PRODUCTION

A quotation, invoice or discussion does not secure your wedding/event date. Your booking is only confirmed and added to our production calendar once the required 20% deposit has been received. Until then, availability cannot be guaranteed.

Production Priority

We work according to event date, not payment date. Payment secures your booking but does not mean production begins immediately. Orders are scheduled according to wedding/event dates, deadlines and production priority — not on a first-paid, first-produced basis. Clients may submit information in advance; however, on-the-day wedding stationery generally enters the mock-up process approximately 3 weeks before the wedding, followed by production after final approval.

Invitations & Wedding Websites

Invitations, save-the-dates and wedding websites are scheduled separately from wedding stationery. We will agree on a required completion/send-out date with the client, and design and production will be scheduled accordingly. Applicable minimum lead times must be allowed from the date all required information is received.

Early Partial Production

Where certain items are required earlier, partial production may be arranged subject to availability.

Producing or dispatching some items early does not move the remainder of the order forward. All remaining items will stay within their scheduled wedding/event production period.

Requests for an entire order to be completed earlier than scheduled are subject to availability and may incur a priority/rush fee.



CLIENT

REGISTRATION FORM

CLIENT INFORMATION

Full Name: _____

Phone Number: _____

Email Address: _____

ADDRESS

Street Address: _____

City / Province: _____

Postcode: _____

SERVICE DETAILS

Quotation / Invoice No: _____

Selected Package: _____

Wedding Date: _____

Venue: _____

Total Booking Value: R _____

ADDITIONAL NOTES

ACCEPTANCE

By signing below, the client confirms acceptance of the selected package, final quotation and these Terms & Conditions

CLIENT

Client Name: _____

Client Signature: _____

Date: _____

SIGNATURE SET UP & CO

Representative: _____

Signature: _____

Date: _____