

If you have a query, you may find the answer in the following FAQ responses. If you still require an answer to a question, please contact us directly.

Question: Why aren't there printing prices for smaller quantities?

Answer: There is considerable time involved in the setup of all printing processes – digital, offset and letterpress – which means that smaller quantities than those listed in the Pricing Information are impractical resulting in more expensive unit costs.

Question: Why can't I order invitations on their own?

Answer: In order to keep printing prices down, we set up our artwork in sets of 2. By having 2 items printed at the same time, the unit price is kept at a minimum. By printing 4 or 6 items together, the unit price is even further reduced. Try dividing each printing price by the total number of items you will receive and you will see that the unit cost works out to be very economical this way.

Question: Why do I have to order the same quantity for each item?

Answer: We print our items together, either in sets of 2, 4 or 6, so individual quantities for each item cannot be ordered. If however, you wanted 50 Invitations and 50 Response Cards and 100 Menu Cards and 100 Placecards, you could place 2 separate orders for Package 1 (2 items) stating different quantities.

Please contact us if you have any queries about ordering.

Question: Why does letterpress printing take longer than digital and offset printing?

Answer: Letterpress printing is relatively uncommon these days and there are very few printers who still practice this form of printing. It requires more set-up time and specialised skills to achieve a good result so we like to allow our printers more time to work with this method.

Question: What is the difference in quality between the different printing methods?

Answer: Digital printing is equivalent to a good quality colour photocopy. Whilst fine detail and good colour reproduction can be achieved, offset printing delivers a superior result with accurate colour reproduction and very fine detail achievable. Letterpress printing cannot reproduce fine lines and detailed design as well as offset printing, but a tactile subtle impression is left in the paper.

Please refer to our Information sheets for a more detailed description on these printing methods.

Question: Why can't I use letterpress printing for certain designs?

Answer: Letterpress printing is a relief form of printing. A slug of metal type or image is inked and then pressed onto the sheet leaving an inked image and a subtle impression in the paper. The metal slug has limitations to the amount of detail it can hold so very fine lines miss the ink and do not make an image on the paper. We have purposefully reserved the bolder designs for letterpress printing.

Question: How should I expect letterpress printing to look?

Answer: The slug of metal type or image that is inked and then pressed onto the sheet will leave an inked image and a subtle impression in the paper. There are many variables that will affect the final appearance of a letterpress printed item – these include colour choice, degree of detail in the design and paper choice. The mark of good letterpress printing is not gauged by the depth of the impression left in the paper, but more so on the crispness of inked line.

Refer to our Pricing Information for details on ordering a printing sample pack.

Question: How accurate is your colour palette?

Answer: The colours displayed on your computer monitor are digitally formatted and may appear different to the actual ink colours used for printing. Whilst every attempt is made to standardise colours, some degree of variance is unavoidable and should be expected.

We calibrate our computer monitors on a regular basis to ensure they display as accurate a representation of the colours as possible. If you have an older computer monitor or if you don't calibrate it regularly, you may be seeing different colours to us.

Refer to our Pricing Information for details on ordering a hardcopy colour sample sheet. Whilst this is a digitally printed sheet and colours will be different from the final ink colours used for offset and letterpress printing, they will be accurate for digital printing and should be reasonably accurate for the other printing methods enabling you to make an informed decision.

Question: How do I know what colours to choose?

Answer: As a guide, choose colours that will reflect the tone of event you are planning. If you are planning a very formal wedding, more sophisticated, muted tones may work best. If you are planning an informal, more relaxed event, brighter, clearer colours may work best.

Please consider legibility when choosing your text colour though – it should be dark enough to be easily read. This is only a suggestion though as often soft, subtle colours can give a lovely overall impression.

The final decision is however yours to make.

Question: Why can't I have rounded corners on digitally printed invitations?

Answer: The cutting forme required for rounded corners can only be used by printers who have the appropriate machinery to use it. Our digital printer, as with the majority of new technology printers, does not use this machinery.

Question: What do I do if I notice an error in my digital PDF proof?

Answer: We will make up to 3 text changes free of charge. If however, you change your mind about colours, designs or items within that design, we will charge you an artwork adjustment fee of \$20.00 per change.

When you receive your digital PDF proof, you will be required to approve it in writing. Once approved, no changes can be made without additional fees being charged to you. Reprint costs apply and are charged at the full cost of the first print run so it is in your best interests to thoroughly check the proof before approving it for print.

Question: What do I do if I notice an error in my printed items?

Answer: Reprint costs apply and are charged at the full cost of the first print run.

Question: How many envelopes will I need?

Answer: You will need to order enough envelopes for the Invitation and Thank You Card only. Normally you would include the Response card and Reception card in the same envelope as the Invitation unless you are inviting different guests to the ceremony and reception in which case you would mail them separately as required.

Guests will normally use their own envelope when returning the Response Card.

Menu Cards and Placecards do not require envelopes.

Question: What do I do if I can't fit all of my text into the allocated areas?

Answer: When completing the order form, you will notice there are guidelines indicating the maximum number of characters allowed for each printed area. This allocation cannot be exceeded.

Characters not only include letters, but also spaces, numbers and punctuation. If you are having trouble fitting in your wording, consider abbreviating words where possible (ie 'Street' to 'St') or replacing the word 'and' with an ampersand (&). If you are still unable to fit all of your text please contact us and we can discuss the options available to you.
