



## IMPORTANT INFORMATION REGARDING ORDER ARRIVAL DEADLINES

### *What is an Order Arrival Deadline?*

Your **Order Arrival Deadline** is the deadline date you would like to have your invitations arrive to you in the mail or be ready for pick-up if you're local.

We accept invitation and day-of stationery bookings based on our clients' Order Arrival Deadlines. This is how we are able to ensure we do not get overbooked during the intensely busy wedding season.

### *How do I choose my Order Arrival Deadline?*

Traditionally, invitations go out 6 to 8 weeks before the wedding -- that gives guests plenty of time to clear their schedules and make travel arrangements if they don't live in town. If it's a destination wedding, give guests more time and send them out three months ahead of time.

Therefore, if your wedding is June 10th, you may want to plan to have your invitations in the mail to your guests on April 8th. In this case, we recommend picking an Order Arrival Deadline between April 1 - April 5th. That way you can give yourself a few days to get them stamped, sealed, and in the mail.

We know you're excited to see your invitations and want them as soon as possible, but we may need to turn away your booking if we can't fit your deadline into our booking calendar. So please choose a flexible Deadline date.

*Helpful Tip: We don't recommend sending invitations out too early as there is a good possibility your guests may not respond to your RSVP right away and misplace your invitation or completely forget to respond by your RSVP deadline.*

## *What happens if I'm running behind on items you need?*

Getting everything to us on time (guest addresses, edit requests, approvals, and final payment) is very important. If you run late, you risk losing your place in our order queue as the clients who have gotten everything to us on time will receive priority in production and shipment.

For example, if you're running a week behind, this does not mean you will receive your invitations only a week past your deadline. We will have to squeeze in the production of your invitations whenever possible, and this could mean receiving them several weeks past the deadline. *In short, please do everything you can to get the necessary items for us done as soon as possible.*

### *I need my invitations within 6 weeks...*

If you need your invitations within 4 to 6 weeks, we ask that you call us at the shop to make sure we can accommodate your booking. While this isn't considered a Rush Order, we will still need to check to see if we can squeeze you into our Booking Calendar. The quickest way to get in touch with us is by phone at 312-877-5077.

### *I don't need my invitations yet, but I want to reserve my place in your booking calendar.*

This is great to hear! If you don't need your invitations for a few months, you can go ahead and pay the Design Deposit and reserve your spot in our booking calendar. Just make sure to indicate your actual Order Arrival Deadline.

We'll start working on your invitation design 4-6 weeks out from your Deadline, so you can spend the time you have now checking other items off of your wedding to-do list.

### *I need my invitations in 3 weeks or less...*

Orders are considered rush if they are needed within a 3 week turnaround. Before filling out the Questionnaire or purchasing the Design Deposit, please contact the shop by phone at 312-877-5077 or via email at [savannah@secondcitystationery.com](mailto:savannah@secondcitystationery.com) to make sure we can accommodate you.

Rush orders are accepted depending on our availability and the requirements of the project. Rush orders will add a charge of 15% to your order total. Final payment is due prior to printing. Please contact us as soon as possible to check availability.