

Orders can be received via e-mail 24/7 or can be placed by calling toll free at 1-800-897-2058, Monday thru Friday 10 am - 5 pm EST.

All items must be ordered in quantities of 10. If custom cutting is needed please order the nearest standard size and note your custom cutting requests in (parenthesis) next to that item. Custom cutting fees are \$7.00 per 100 pieces, per size. Orders requiring printing should note so at the end of your order and we will contact you via e-mail or phone to discuss the next steps.

Please note that a minimum order fee of \$4 may be added to any order less than \$50 or 100 pieces at the discretion of the company.

All wedding invitations ship within 15 business days of approved copy. All special orders & orders over 300 pieces are quoted a shipping timetable upon finalization of design. On occasion a supplier issue causes a delay; if this occurs the client will be notified immediately and all steps will be taken to rush the order once available.

Please also feel free to order by e-mail lansinginvitations@comcast.net, being sure to include all the pertinent information.

Large Order Discounts: Elements provides the best prices available to all clients. Please contact us for discounts on quantities over 100 pieces. We can often work with those requiring over 250 pieces of any particular item; please contact us if your order is of that size.

Personal Design Service is available help you choose color combinations, decide sizing, and even make suggestions on wording, printing, or assembly tips at no additional charge. Please call us at 1.800.897.2058 or use the CONTACT link above to e-mail us to request these services. Complete color swatch decks are also available for \$20 Custom design services are available at \$35 per hour. Once proofs for custom designs have been sent to and accepted by client, this constitutes a contract for design services.

Tapes, Glue Dots and Other Assembly Products to aid in the assembly of your custom invitation.

For attaching card stock layers we recommend double sided tape such as our ATG tape dispensers (\$59.95) with ATG tape (\$6.75 per 36 yard roll, 1/2" wide tape). Although an investment, this gun is a wonderful product and its ease of use will save you much time and frustration during assembly. For local clients, the tape gun is available for a \$5 per day rental fee, with a \$20 deposit.

For attaching small items such as bows and other ornaments we recommend Mini or Craft Glue Dots (\$4.95 for a 250 piece roll).

For attaching anything 3-dimensional - such as our custom designed seals we recommend Pop Glue Dots (\$3.95 for a 75 piece roll).

We always welcome your questions regarding assembly issues you are having. You can also e-mail us for our complimentary sheet on assembly products and tips.

Shipping charges are based on weight with minimum shipping beginning at \$10.95. Shipping is calculated based on your location and type of shipping required and is in addition to the noted invitation pricing; UPS is the general shipping method. Elements is not responsible for items damaged in shipping; additional fee for insurance through UPS is available. Envelopes can be shipped in advance for a \$10 fee. Order fulfillment takes place once client has approved copy provided by Elements and has paid Elements in full; once client has approved copy Elements is not responsible for any errors in spelling or content.

Shipping Times: Most standard orders ship within 3-5 business days. Orders requiring expedited shipping leave the warehouse within 24-48 hours. Extra time may be necessary for custom work and on occasion for Anna Griffin designs. Orders ship via UPS ground unless otherwise requested from client. Ground delivery times vary from 1-5 business days depending on your location (we are happy to quote you a time if you provide us with your zip code). Most orders are in stock as shipping is direct from the Envelopments warehouse; if an item is not in stock clients will be notified within 24 hours of order.

Returns are accepted with a 15% restocking fee of retail pricing before any discount is applied. Client is responsible for all shipping costs on returned orders, including return of product and initial shipping charge. To initiate a return, please e-mail us with your name, order number and exact items/quantities to be returned. We will then issue you a return number and instructions on where to ship your product. *(Please do not ship material back to us without first following this procedure.)* Returns are credited only after merchandise is received in perfect condition so please pack your items with care. We reserve the right to credit only for those items we deem in condition for resale. We do not accept returns of merchandise that has been custom cut or custom printed, or is over 30 days past order date.

Order Discrepancies: As orders are machine counted there are from time to time small discrepancies in the product or amount you receive. We ask, as noted on your packing slip, that you carefully review each item ordered for style, size, color and quantity. All errors must be reported within 5 business days of receipt to be corrected at no charge to the client per Envelopments policy.

We also carry a full line of invitations from Carlson Craft, Regency, and Birchcraft. Please e-mail us the design name of an item you are interested in and we can e-mail you a quote within 24 hours. We are confident that are prices are very competitive.

Contact Us

Please call us at 517.420.4522 to schedule an appointment, if you are in the Lansing area, or if you have any questions at all. We are also available toll free 1.800.897.2058. Our hours of operations are Monday - Friday 10 am - 5 pm. EST. and Saturdays 10 am - 2 pm.

Our direct e-mail is lansinginvitations@comcast.net

We look forward to hearing from you!