

One Mimosa Please - Terms and Conditions

One Mimosa Please offers a personalised experience by crafting a unique design exclusively for each couple. Once the design is completed, it becomes the couple's distinctive creation, and Alexandra ensures that the design is never replicated.

Payment and Booking	To secure a place in our schedule, an upfront payment is required for all design services, given their custom nature and high demand.
Bespoke Design Fee	<p>Commencing at \$549.00, Alexandra's bespoke design fee reflects the starting point for our exclusive services.</p> <p>Alexandra's bespoke design fee is a singular, all-encompassing payment that reflects her dedicated time and efforts devoted to creating unique designs. This fee covers the intricate processes of sketching and lettering, ensuring a personalised touch to your stationery.</p> <p>Watercolour components and monograms are not included in this initial fee.</p> <p>The bespoke design fee serves as a one-time payment that spans the entirety of the stationery process, ensuring continuity and a seamless experience throughout.</p>
GST Intellectual Property Display and Usage Rights	In our commitment to showcasing our creative work and portfolio, One Mimosa Please reserves the right to post and display any completed designs, including but not limited to logos, graphics, and other visual materials, on our official social media platforms, website, and promotional materials without requiring explicit consent from clients. Rest assured, any information shared will be handled with the utmost discretion, and sensitive or confidential details will be omitted to preserve client privacy. If you have specific concerns or restrictions regarding the display of your project, please communicate this to us in writing during the project briefing or prior to project completion. We value transparency and aim to create a collaborative and respectful working relationship with our clients.
GST	One Mimosa Please offers a formal quote without the inclusion of the GST component. Once the quote is accepted, we will add the GST component.
Design Revisions	Revisions, particularly those requiring sketching, hand-lettering, and intricate details, might extend the timeline for design revisions or overall completion.
Payment Date and Design Date	<p>Your design will be scheduled according to the date of payment. Once we receive your payment, we will accommodate you in our calendar to the best of our ability.</p> <p>Quotations remain valid for a period of 7 days. If, within this timeframe, the quote is not accepted, our availability might not be assured.</p>
Lead Time	A lead time of up to 12 weeks before your event is recommended. Expedited services incur a rush fee of \$175.
Order Deadline	Orders are not accepted within 6 weeks of the event unless a mutual agreement has been reached.
Printing Service	<p>Our reliance on a third-party printing service dictates our timeline. Should time constraints and extensive client revisions pose a risk to the printing timeline, a warning will be issued.</p> <p>In the unlikely event that a printing warning has been issued, One Mimosa Please disclaims responsibility for any third-party delays, and no refund will be provided for any delayed stationery elements that do not arrive in time.</p>
Revisions and Additional Design Fee	<p>We allocate time for each couple to ensure an effective scheduling system. Consequently, 4 revisions for each stationery element are provided.</p> <p>Beyond the stipulated revisions, an additional design fee of \$75.00 applies. This policy is designed to cover capacity and prevent revisions from affecting another client's design or schedule.</p>

Change of Mind

Once the design process commences, we regret to inform clients that requests for a change of mind cannot be accommodated.

We do not offer a refund for change of mind or change of quantity.

Refund Policy

In the event the design process has begun:

- 1 proof provided: 75% refund (minus the bespoke design fee)
- 2 rounds of revisions: 50% refund (minus the bespoke design fee)
- 3 rounds of revisions: 25% refund (minus the bespoke design fee)
- We do not offer a refund for a change of mind or change of quantity.