

# FAQ

No need to wait for a response, find your answer below!

## When will I receive my order?

Wedding orders are usually printed within 5-15 business days after proof approval (usually a full 3 weeks for letterpress and foil printing). Non-wedding orders are usually printed within 3-5 business days after proof approval. Please note, this does not include time in transit.

*I appreciate your patience during production and I kindly ask that emails inquiring about your order status be kept to a minimum as it can prolong the process.*

## How do I rush my order?

You must contact us first to inquire. We need to make sure we can complete the timeline of a rush order based on your desired product and quantity.

### **What's the difference between Rush processing and Standard processing?**

Standard processing:

- proof emailed in 3-5 business days
- order shipped within 5-15 business days after proof approval via your original chosen shipping method

Rush processing:

- proof emailed in 1 business day
- order printed and shipped within 1-2 business days after proof approval via your original chosen shipping method

## How much postage should I buy for my invitations?

We strongly recommend taking a completely assembled wedding invitation suite (in its envelope) to the post office to have them weigh it. This way they are able to sell you the correct postage based on the weight of your invitation and you don't run the risk of returned invitations due to insufficient postage. Don't forget to pre-stamp your RSVP envelopes! These typically only need standard Forever® stamps since they are usually only one card.

## Can I talk to someone on the phone?

We can always make time for a phone call. However, since most customer questions need answers quickly, an email will always get a quicker and more detailed answer. Additionally, most answers can be found on our here on our FAQs.

## Guest Address Printing

### **Where do I send my guest's addresses for printing?**

Email your completed Excel or Word doc to [megan@pixiechicago.com](mailto:megan@pixiechicago.com). The addresses must be formatted EXACTLY as you want them to appear (e.g. punctuation, capitalization, etc.). Please do not include any extra formatting in your document (tables, colors, etc.).

### **I have some changes to my guest address document but I've already sent it to you, what should I do?**

Contact us immediately so we can pause your order. Please update the original document and email the new version to [mywedding@pixiechicago.com](mailto:mywedding@pixiechicago.com). If we have not already started printing them then you're all good! If production on the envelopes has already started there will be a correction fee.

### **What happens to the blank envelopes that do not receive guest address printing?**

All remaining blank envelopes are shipped directly to you.

### **I've already received my order but I noticed mistakes I made on some addresses, how can I get new ones printed?**

Pixie charges a \$25 fee for up to 10 address corrections. You may purchase those [here](#). Just leave the new/correct addresses in the Comments section during checkout. Corrected envelopes usually ship within 3-5 business days (this does not apply to custom envelope colors, please contact us directly if your order included custom envelope colors).

Did Pixie make the mistake? Contact us immediately so we can ship you corrected envelopes!

## Can I order a custom quantity?

Unfortunately, no. We sell in set quantities to avoid the back and forth it would require to change and exactly match every customer's guest count. Also, we always recommend having a little extra on hand to allow for last minute guest list changes or invitations that get sent back to you that might be a little beat up from the mailing process.

## **Cancellations & Refunds**

If the customer decides to cancel an order after it has been placed but it has not been approved for print, a 25% cancellation fee will be withheld from the refund. If the order has already been approved for print by the customer, no refund will be permitted as printing will have begun.

We do not offer refunds for rush processing.

## **How do I order more of a previous order?**

If you find you need more invitations/announcements/stationery than you originally ordered, visit the item on our website and place the order again, leaving us your old order number during checkout. Don't see your desired quantity? Contact us with your desired quantity and we will email you an invoice to pay.