

Frequently Asked Questions (FAQ)

PROCESS

- What are the stages in invitation card creation?
 1. *Inquiry*
 2. *Package selection*
 3. *Order form completion*
 4. *Quotation & Down payment*
 5. *Layout & Design*
 6. *Approval & Production*
 7. *Full Payment & Release*
- What is the production lead time?
 - **3 to 4 weeks** before release date.
 - **2 weeks and below** is considered a **rush order**
 - See the Rush Order section.

INQUIRY

- What is the best time of the day to receive response with my inquiries?
 - **11 am - 12 nn**
 - **5 pm - 6 pm**
- Where should I do my inquiries?
 - You can inquire here or here
- Do you have a mobile phone number to call to?
 - Yes please contact us at **+63 985 916 6036**
 - Ask for **WISE Bacolod**

PACKAGE / DESIGN

- Do you have existing packages?
 - Yes please check the Packages Comparison section.
- Can I suggest my own design / theme?
 - Yes
- Can I have the flat image or e-invitation?
 - Yes, for PHP 500 you can avail them.
- Do I need to pay the layout / design fee?
 - No if you satisfy the **minimum order quantity**
 - Otherwise, the layout fee starts at PHP 850, depending on the layout
- Is there a mockup so that I can see how the invitation card look like?
 - Yes but we plan to remove it in the future.

ORDER

- What is the **minimum order quantity** ?
 - **Quantities:**
 - * **50 pcs** for wedding & debut
 - * **30 pcs** for baptism & birthday

- **For additional copies after release:**
 - * 10 pcs for wedding/ debut/ baptism/ birthday
 - * 10% **Add-on fee** will be charged
- How to order?
 - Inquire for the order form [here](#) or [here](#)

PAYMENT

- Can I skip paying the down payment?
 - **NO** a down payment is required to proceed.
- How much is the down payment?
 - We require a **Layout Fee** starting at PHP 850, depending upon the complexity of the design. This amount will be deducted to the total amount due once you proceed booking your invitation with us.
 - We require a 70%down payment before **Production** stage.
- How much is the extra fee for the rush oder?
 - 30% of the original total price will be the amount for rush order fee.
 - See the Rush Order section.
- How do I pay?
 - See the Payment Methods section.

DELIVERY

- How can I get my invitations?
 - See the Delivery Options section.
- Do you offer free delivery?
 - **NO** we don't offer free delivery.