

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
- If I want to talk to a person, where should I do my inquiries ?
 - You can inquire here: <https://www.facebook.com/messages/t/441475156032178> or here: <https://www.facebook.com/messages/t/1800987117>
- 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 we have 3 packages: Package I for at PHP 110, Package II for PHP 140, & Package III for PHP 170
- Please check the Packages Comparison at <https://wise-bacolod.web.app/packages/comparison.html>.
- 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?
 - At the meantime yes but we plan not to offer this 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: <https://www.facebook.com/messages/t/441475156032178> or here: <https://www.facebook.com/messages/t/1800987117>

PAYMENT

- Can I skip paying the down payment?
 - **NO** a down payment is required to proceed.

- How much is the down payment?
 - As a down payment we require a **Layout Fee** starting at PHP 850, depending upon the complexity of the design. This PHP 850 will be deducted to the total amount due once you proceed booking your invitation with us.
 - Subsequently we require a **70%** down payment before **Production** stage.
- How much is the extra fee for the rush order?
 - The extra fee for the rush order is **30%** of the original total price will be the amount for rush order fee.
 - See the https://wise-bacolod.web.app/rush_order/main.html for Rush Order details.
- How do I pay?
 - You have 3 options to pay
 1. Pay via online deposit to Bank of the Philippine Islands (BPI) or Metro Bank
 2. Use GCash as a payment option.
 3. You can also pay cash in person.
 - See the <https://wise-bacolod.web.app/payment/main.html> for more details.

DELIVERY

- How can I get my invitations?
 - See the <https://wise-bacolod.web.app/delivery/main.html> for the Delivery Options.
- Do you offer free delivery?
 - **NO** we don't offer free delivery.