

# Letter Lane

HAND LETTERING | CALLIGRAPHY | DESIGN

## FREQUENTLY ASKED QUESTIONS

### What format should I put my list in?

Please provide your guest in either Word or Excel. If you provide it in Word, please format it with each addressed group vertically with each item on a separate line, including the zip code. Also, please make sure that everything is spelled completely and correctly, including names, street names, cities, states, etc. I cannot be held responsible for errors in the document that you provide me. Don't worry, we will go over all of this again when you place your order, and I can also provide a template for each.

### How far ahead should I book your services?

As soon as possible! As soon as you know you're going to be needing a calligrapher and hand lettering work, please reach out as soon as you can so that we can block out time in our schedule for your project.

### How long does it take you to complete an order?

- Standard turn around time for envelope calligraphy is:
  - 50 envelopes – 1-2 weeks
  - 50-150 envelopes – 2-3 weeks
  - 150-250 envelopes – 3-4 weeks
  - 250-350 envelopes – 4-5 weeks
  - 350+ envelopes 5 or more weeks
- Other calligraphy and hand lettering work is dependent on the individual project. Please contact me as soon as you can and I can provide you with an estimated turnaround time.

### If I need my items quickly, can I have them rushed?

Generally I will try to accommodate rush orders (within reason), depending on my calendar, at an extra charge. Please contact me to check for availability and plan early!

### What kind of ink do you use for your envelope calligraphy?

We use Sumi and India ink, gouache and watercolor. We can also use our own secret recipe for metallic inks, and we can match any color of ink that you would like, including metallics like gold, silver, copper or rose gold. If for some reason the ink you've requested will not work out how you are envisioning it, we will work with you to come up with a solution.

### Should I provide the envelopes/place cards/etc. or do you?

We do prefer that you provide us with your paper products. However, if you need help choosing, we are happy to take care of this step for you, or we can recommend paper suppliers for you to buy from.

### How do I pay for my order with you?

We will send you an online invoice once your order and numbers have been finalized. You can either pay by credit card or by mailing a check to our office. If paying by check, the check will need to be received in the mail and cleared by the bank before your envelopes can be sent back to you.

### Do I need to put down a deposit?

Yes. If you would like to reserve time in our calendar for your project, and to ensure the completion of that project by your specified due date, a 50% non-refundable deposit is required.

### How do I get my envelopes to you?

We are located in Omaha, NE, so if you are local to the area or within an hour away, we can meet up. If you are not local or within an hour away, you can mail them to our office.

### Do I need to provide extra blank envelopes/place cards/etc.?

Yes, please! We ask that you provide us with at least 20% extra envelopes/place cards/etc. above the count of your list to account for ink splatters, errors or last-minute additions to the list.

### Are you able to copy a typographical font used on my invitations?

Sometimes. It depends on the font style and the envelopes you're using.

### Can you write with metallic ink?

Absolutely! We love writing in gold, silver, rose gold, copper and more!

### Can you write on metallic envelopes?

Yes, absolutely!

### Can the post office read calligraphy?

This is a tough question, but typically, yes they can. If an envelope gets kicked out by the machine, a human will inspect it personally for legibility. As long as the zip code is legible, it will be sent to that zip code. From there, if it is still not machine-legible, it will be read by hand and delivered. Unfortunately, any mass mailing, calligraphy or no calligraphy, will always end up with some MIA envelopes that disappear into the "black hole" of the UPS mailing system. Please know that we CANNOT guarantee delivery dates on behalf of USPS, nor can we be held responsible for delays by USPS. Once an item leaves our hands, we have the same tracking information as you and cannot provide updates beyond what is listed on the USPS tracking website. Additionally, we will not provide cancellation or refunds because of delays by USPS. Please message me in the event that something does happen, and I will do my best to help you find a solution.

### Do you use waterproof ink?

Yes we do!

### How do I book your services?

You can reach out to us using our contact form on the "Calligraphy and Hand Lettering" services page on our website, or via a direct email to [hello@letterlanedesignstudio.com](mailto:hello@letterlanedesignstudio.com). We will respond within 48 hours with our availability, a custom quote and an estimated turnaround time.

### How do I request a custom project?

We love custom projects! Feel free to use the contact form on our "Let's Chat" page on our website, or send us a direct email at [hello@letterlanedesignstudio.com](mailto:hello@letterlanedesignstudio.com) and we will get back to you within 48 hours with our availability, a custom quote and an estimated turnaround time.

### What if I am already working with another invitation designer, but I would like you to provide calligraphy for part of our invitation and then address our envelopes to match?

No problem! We love doing spot calligraphy, and would be thrilled to work with you and your invitation designer.

### I want to learn calligraphy! Do you offer workshops?

We are hoping to start teaching in-person workshops within the next year or so, and will also be launching an e-course and an e-book on beginner calligraphy and hand lettering. Be sure to sign up for our newsletter to be the first to hear when we begin offering these workshops!

Have a question that isn't answered here?

Give us a shout!

[hello@letterlanedesignstudio.com](mailto:hello@letterlanedesignstudio.com)

We can't wait to hear from you! :)

[www.letterlanedesignstudio.com](http://www.letterlanedesignstudio.com)