**The Process**

**Contact Us**

The best way to reach us is via email at [info@upscalescustomcollection.com](mailto:info@upscalescustomcollection.com). You can also call or text us at 404-217-7321. From there, please state the following:

* Type of project (invitations, announcements, save the dates, thank you cards, etc.)
* Due date
* Quantity
* Budget
* Short details describing it’s general purpose, color scheme, overall vision

After receiving the above said information, a future date and time to meet will be established.

**Consultation**

At the initial consultation, we discuss your project in great detail. This is where the fun begins because you are able to say whatever you are imagining for your project and we start brainstorming on how to bring it to life. Typically these consultation take place via phone call and/or face-to-face internet chat. If an in-person consultation is required, we can further discuss arrangements during our initial consult. If you have any examples to help explain your vision, please feel free to send us pictures. No vision is too big or too small for us to be able to customize to you needs. Finally, if possible we would give a price estimation on the project. If the client approves will move forward to the quotation and design process.

**Quote**

After you approve the price estimation and agree to move forward with the process, we will draft the first quotation for the project. A formal quote will be emailed to you for approval and this is also the opportunity to enhance your suite with additional necessary items such as monograms, envelope liner, thank you cards, rsvp cards, etc.

**Contract**

After the quote is accepted, a 50% deposit is required along with a signed contract. We prefer payment via pay pal or check. We will accept Visa or MasterCard credit cards only. The contract will outline dates for information due to Upscale Custom Collections and information due back to you. Upscale Custom Collections will help you with wording, etiquette, and any design ideas.

**Design**

Once your contract and deposit is received, we immediately start on the first design draft. You will receive up to three different designs. The proofs will be sent to you as picture proofs through email or an internet sharing site. The more feedback you provide the better we are at executing your vision. After the graphics, fonts, small details, materials, etc. are reviewed and approved, we will finish with a final design summary sheet which provides itemized final changes that we have discussed and approved with you.

**Mass production**

Production time varies depending upon the magnitude of the project. A project can take from 10 days to a month. It all depends on the type of printing, processing, manufacturing elements, and quantity. We prefer to allow for a month for manufacture after the design proofs are approved. Allowing the time needed to finish your order ensures everything will be completed in impeccable fashion. Rush orders are possible but please contact us as soon as humanly possible so that we can determine if we are able to accomplish your project.

**Delivery**

Approximately 2 ½ months before the event, we will deliver you even invitation. During the contract process we will discuss your timeline in great detail. We ship all packages via UPS or FedEx unless the client specifies a certain type of shipping method.

**Customer Satisfaction**

Our overall goal is to have a client for a lifetime! We want to hear that our Upscales Custom Collection product truly added that luxury flair our clients are raving over! The greatest compliment is when our clients return to us for more projects and we are there to share in their major life events such as weddings, baby announcements, graduations, housewarming parties, birthday parties, fundraising events, and the list can go on and on and on. We want to continue working with you and ensure that all of our customers are absolutely satisfied because a product from Upscales Custom Collection will surely add value to your image and event.

Upscale Custom Collections Repertoire

Type of Invitations

* Single Sided
* Double Sided
* Custom shapes
* Boxes
* Gate folds
* Tri folds
* Folded cards and/or folios
* Panel non folding
* Invitations with pockets

Materials

* Cardstock and Paper
* Acrylic and Plexiglas
* Suede/Velvet
* Wood
* Leather
* Metal
* Lace
* Silk
* Cork

Printing Techniques

* Digital
* Foil stamping
* Screen printing
* Letter press
* Engraving
* Debossing
* Embossing
* Laser cutting
* Die cut
* Metal appliques

Branding/Event Products

* Table Markers
* Place Cards
* Escort Cards
* Menus
* Event Programs
* Directional Signage
* Event Programs
* Menus
* Seating Chart
* Guest Itineraries
* Maps
* Do Not Disturb Hangers
* Photo booth envelopes
* Welcome boxes/bags
* Buffet signs
* Cocktail Hour Markers
* Poster size signs & Menus
* Napkins
* Hand Towels
* Labels & Stickers
* Cake Boxes
* Water Bottle Labels
* Business portfolios
* Basically anything