

Xamiya Wedding Terms & Conditions (T&C)

条款与细则

Important! Please Read Before Placing Your Order

必读! 下单前请仔细阅读

Placing an order with Xamiya Wedding means you fully agree to abide by the following Terms & Conditions, which are designed to protect both your rights and ours. These terms cover important responsibilities, limitations, and protections for both parties. Ignoring these terms may lead to misunderstandings, delays, or unexpected charges, which could be easily avoided. Please read carefully to ensure you're fully informed before confirming your order.

在Xamiya Wedding下单即表示您完全同意遵守以下条款与细则，这些条款旨在保护您和我们的权利。此条款涵盖了双方的责任、限制和保护。忽视这些条款可能会导致误解、延误或额外费用，而这些都是可以轻易避免的。请仔细阅读，确保您在确认订单前充分了解所有信息。

1. Design Proofing & Confirmation 设计校对与确认

Before proceeding with printing, customers are responsible for carefully reviewing and confirming all details in the design proof, including dates, names, spelling, and any other relevant information. Once the customer confirms the design proof, any errors discovered afterward will not be the responsibility of Xamiya Wedding. Customers will be liable for any reprinting costs resulting from such errors. Please note that once the design proof is confirmed, it is considered final, and the printing will proceed based on the approved proof.

我们强烈建议您在喜帖校对过程中，邀请家人或朋友协助审阅设计稿，包括排版、拼写及语法。Xamiya Wedding不对任何拼写或语法错误承担责任。请务必仔细检查校样并通知我们任何需要修改的地方。一旦您确认校样，Xamiya Wedding不对确认后的任何错误负责，任何因此产生的重印费用将由客户承担。请注意，设计稿一旦确认，即表示所有的细节都已准确无误。我们将根据已确认的设计稿进行印刷。

2. Unforeseen Circumstances & Delays 不可预见情况与延迟

While we strive to ensure timely delivery of your order, there may occasionally be unforeseen circumstances beyond our control, such as printing delays, shipping issues, or public holidays that could affect the delivery schedule. We will communicate any delays promptly and do our best to minimize any inconvenience caused.

我们会尽一切努力确保按时交付您的订单，但有时可能会遇到超出我们控制范围的不可预见情况，如印刷延迟、物流问题或公共假期，这些可能会影响交付时间。若有延迟情况，我们将及时与您沟通，并尽量减少任何不便。

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3. Shipping & Responsibility Disclaimer 运输及责任声明

After the invitations are sent to our overseas printing supplier, they handle both printing and shipping. Once completed, the orders are shipped to Malaysia in batches, either via standard sea freight or express air freight, depending on the chosen delivery option. We monitor the logistics during this period and will update customers on shipment status if needed.

When the invitations arrive at our Johor Bahru studio, we package and dispatch them to customers. However, Xamiya Wedding is not responsible for any loss or damage occurring during international shipping or local courier handling.

During packaging, we ensure the correct quantity and styles of the invitations as per the order details. Please note that we do not recheck the content or design during this stage. Our responsibility is limited to verifying the correct quantity and style of items.

If any items are missing or incorrect (e.g., wrong envelopes or stickers), customers must notify us within 7 days of receipt. We will resend the missing or correct items free of charge, covering shipping fees within West and East Malaysia. There is no need to return any incorrect items.

当我们将喜帖送至海外印刷供应商后，供应商负责印刷和发货。印刷完成后，订单按批次运往马来西亚，运输方式可选择标准船运或加急空运。期间我们将追踪物流，并根据需要向顾客更新发货状态。

喜帖到达新山工作室后，我们负责打包并寄出。然而，国际物流和本地快递中的任何损失或损坏，Xamiya Wedding概不负责。

打包过程中，我们确保数量和样式与订单一致。请注意，此阶段我们不会再次检查内容或设计，责任仅限于确保数量和款式正确。

如有任何配件（如信封或贴纸）缺失或发错，顾客需在收到产品的7天内通知我们。我们将免费重新寄送，承担西马和东马的邮费，且无需退还错误配件。

4. Custom Orders & Changes 定制订单与更改

Any changes to your order (e.g., quantity, paper type, design modifications) must be confirmed in writing before printing. After printing has started, no changes can be made. Any additional changes after this stage may incur extra charges.

任何对订单的更改（如数量、纸张类型、设计修改）必须在印刷前以书面形式确认。印刷开始后，订单不可再修改。如在此阶段后有任何更改，可能会产生额外费用。

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5. Order Processing Plan (Processing Time) 订单处理计划 (处理时间)

When customers place an order with Xamiya Wedding, they automatically agree to our "Standard Delivery" service, which typically takes about one month. An "Express Delivery" option is available for those who need their invitations in about half a month at an additional charge. We make these options clear on all product pages, and it is the customer's responsibility to select the appropriate option. Xamiya Wedding is not responsible for delays caused by selecting the wrong option or failing to upgrade to Express Delivery when necessary.

顾客下单时自动同意我们的“标准配送”服务，通常大约需要一个月时间。如顾客希望在半个月內收到喜帖，我们提供“加急配送”选项，需额外支付费用。所有配送选项已在产品页面清楚标明，选择合适的配送方式是顾客的责任。如果由于顾客选择错误或未升级到加急配送导致的延误，Xamiya Wedding不对此负责。

6. Border Design & Trimming Disclaimer 边框设计与裁切免责声明

Customers who opt for designs with borders should be aware that slight trimming discrepancies can occur during the printing process. Xamiya Wedding trims invitations based on the designated bleed lines, but minor variations may still occur and are within acceptable limits. If precise symmetry is crucial, we recommend avoiding border designs.

选择边框设计的顾客需知悉，印刷过程中可能会发生轻微的裁切误差。Xamiya Wedding根据指定的出血线进行裁切，但轻微的误差仍可能发生，并属于可接受范围。如果对对称性有严格要求，我们建议避免选择带边框的设计。

7. Shipping Policy 运输政策

The customer must provide accurate shipping information, including the recipient's name, phone number, and address. Xamiya Wedding is not responsible for lost goods due to incorrect information. If the address changes after printing has started, customers should notify us immediately.

顾客应提供正确的收货信息，包括收件人姓名、联系电话及详细地址。如因信息错误导致包裹丢失，Xamiya Wedding不承担责任。如在送印后需要更换地址，顾客应尽快通知我们。

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8. Payment Terms 支付条款

For printed invitations, a deposit of RM100 is required at the time of ordering, with the balance due before printing. For digital invitations, full payment is required at the time of ordering. All payments, including deposits, are non-refundable, even if the order is not continued.

纸质喜帖下单时需支付RM100定金，送印前支付余款。电子喜帖需在下单时支付全款。所有款项，包括定金，均不可退还，即便订单不继续。

9. Cancellation & Refund Policy 取消与退款政策

Once the design has been confirmed, the order cannot be canceled, and no refunds will be issued. In cases where the customer wishes to cancel the order before confirmation of the design, a partial refund may be available at the company's discretion.

设计稿一旦确认，订单将无法取消，且所有款项不予退还。如果客户希望在设计稿确认之前取消订单，公司可根据具体情况决定是否提供部分退款。

10. Design Revision Policy 设计修改次数限制

Customers are entitled to up to three rounds of basic revisions (e.g., text changes or minor adjustments) after receiving the initial draft. Further revisions beyond this, or major design alterations, may incur additional charges, depending on the scope of changes required. We will inform you in advance if additional charges apply.

初稿完成后，顾客有权要求最多三次基础修改（如文字修改或小范围调整）。若超过此次数或需进行重大设计变更，可能会产生额外费用，费用视更改范围而定。若产生额外费用，我们会提前告知顾客。

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11. Color Difference Disclaimer 色差免责声明

Due to different screen displays and the printing process (paper, ink, lighting), the final printed product may have slight color variations compared to what is seen on the screen. We adjust files before printing to minimize these differences, but some color variation is inevitable.

由于不同设备显示器及印刷过程中纸张、墨水和光线等因素的影响，实际成品颜色可能与您在屏幕上看到的有所不同。我们将在印刷前调整设计文件以减少色差，但少量色差仍可能存在，敬请理解。



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12. Red Bow Printing Disclaimer Red Bow印刷免责声明

Red Bow Printing is a separate service from our Combo package, using Daulin paper and inkjet printing technology. It has certain limitations, including potential differences in quality compared to the Combo package. By choosing Red Bow, customers accept these limitations.

“Red Bow”配套与我们的“Combo”配套不同，使用道林纸和喷墨打印技术。此服务存在一定的质量限制。选择“Red Bow”的顾客需接受这些限制。

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Red Bow Real Printing Performance

Red Bow 真实印刷表现

Photo 照片

(请放大查看细节 Please zoom in for details)



Words 文字

(请放大查看细节 Please zoom in for details)



By placing an order, you clearly know the printing performance gap between "Red Bow" and "Combo" and unconditionally accept the printing performance of your selected package

若下单，代表您清楚知道“Red Bow”与“Combo”配套的印刷表现差距，并无条件接受您所选配套的印刷表现

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Combo Real Printing Performance

Combo 真实印刷表现

Photo 照片

(请放大查看细节 Please zoom in for details)



Words 文字

(请放大查看细节 Please zoom in for details)



By placing an order, you clearly know the printing performance gap between "Red Bow" and "Combo" and unconditionally accept the printing performance of your selected package

若下单，代表您清楚知道“Red Bow”与“Combo”配套的印刷表现差距，并无条件接受您所选配套的印刷表现

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13. Customer Responsibility & Feedback Timeliness 顾客责任与反馈时效性

Customers must provide timely feedback on design drafts and any requested changes, as well as notify us of any address changes or urgent needs within 48 hours of request. Failure to do so may result in delays or additional charges.

顾客应在收到设计稿或相关请求后的48小时内提供反馈，包括地址更改或紧急需求的通知。若未及时回应，可能导致延误或产生额外费用。

14. Quality Issues & Claims 质量问题与索赔

In the unlikely event of a printing quality issue that significantly impacts the legibility or functionality of the invitations (e.g., unreadable text due to printing errors or incorrect paper type), Xamiya Wedding will offer a reprint at no additional cost.

However, minor imperfections such as the following will not be considered as printing quality issues and are not eligible for reprints or refunds:

- Small scratches, dents, or fold marks caused by shipping or handling.
- Minor ink marks or slight shifts in alignment that do not affect the overall legibility or design.
- Slight variations in color due to the nature of printed materials versus digital displays.
- Small text that becomes hard to read due to font size choices made during the design phase, unless it is a result of a printing error.
- Perfectionist complaints regarding aesthetics that do not impair the functionality of the invitations.

Please note that invitations are physical printed materials, and may not achieve the flawless precision that is sometimes seen in digital formats. Any quality claims must be made within 7 days of receiving the product, with photo evidence provided.

在不太可能发生的情况下，如果印刷质量问题严重影响了喜帖的可读性或功能性（例如由于印刷错误导致文字无法辨认，或纸张类型错误），Xamiya Wedding 将免费为您重印。

然而，以下情况不被视为印刷质量问题，因此不符合重印或退款的条件：

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- 因运输或处理过程中导致的轻微刮蹭、凹痕或折痕。
- 轻微的墨水痕迹或对齐偏差，这些并不会影响整体可读性或设计。
- 由于印刷材料与数字显示的差异导致的轻微颜色变化。
- 在设计阶段选择的小字体因尺寸原因难以辨认，除非是因印刷错误导致。
- 对美学上的完美主义要求，且这些不影响使用或喜帖功能的审美挑剔。

请注意，喜帖是实体印刷品，可能无法达到数字格式中有时呈现出的无瑕精度。任何质量问题的索赔必须在收到产品后的7天内提出，并提供照片证据。

15. Force Majeure 不可抗力条款

Xamiya Wedding shall not be liable for any failure to fulfill its obligations under these terms due to circumstances beyond its reasonable control, including but not limited to natural disasters, pandemics, strikes, or governmental regulations.

因不可抗力事件（包括但不限于自然灾害、疫情、罢工或政府法规）导致Xamiya Wedding无法履行其责任的情况，公司不承担任何责任。

16. Shipping Policy (East Malaysia) 东马运输政策

Our shipping policy does not include free shipping to East Malaysia. The postage will be calculated according to DHL's current rate, with a receipt provided at the time of shipping. Payment for postage must be made via Touch 'n Go before the package can be dispatched. As a reference, the shipping fee for 50 invitations with envelopes and accessories is approximately RM40, while the cost for 100 single cards is around RM23.

Please note that if the shipping fee is not transferred, the package will be securely held in our warehouse until the payment is received.

我们的运输政策不包括东马的包邮服务。邮费将按照DHL的实际收费标准计算，并在寄送时提供单据。邮费需通过Touch 'n Go支付，只有当顾客支付邮费后，我们才会按流程寄出包裹。供参考，50份喜帖（包括信封等配件）的邮费大约为RM40，100张单卡的邮费大约为RM23。

请注意，如未支付邮费，包裹将被保存在仓库，直至支付为止。

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Final Reminder: By Ordering, You Agree to These Terms

最终提醒：下单即表示您同意这些条款

Your cooperation in adhering to these Terms & Conditions helps us provide the best service possible. By moving forward with your order, you confirm that you have read, understood, and agreed to every term. Failure to review may result in disputes or dissatisfaction that could have been easily avoided.

遵守这些条款与细则有助于我们为您提供最佳服务。继续下单即表示您确认已阅读、理解并同意所有条款。未阅读可能会导致一些本可以避免的争议或不满。