

# Xamiya Wedding Terms & Conditions (T&C) 条款与细则

## Important! Please Read Before Placing Your Order

### 必读！下单前请阅读

Placing an order with XAMIYA WEDDING means you accept all Terms & Conditions. These terms protect both parties and clarify responsibilities. Please read them to avoid misunderstandings or extra charges.

在 XAMIYA WEDDING 下单即代表您同意所有条款与细则。条款旨在保障双方权益并说明责任。请阅读以避免误解或产生额外费用。

## 1. Minimum Order Quantity (MOQ) 最低订购量政策

The minimum order quantity (MOQ) for Physical Invitations is as follows:

- Single cards (without envelopes): 100 pcs
- Invitation sets (card + envelope + sticker): 50 sets

Customers who order both an E-invite and Physical Invitations are eligible for reduced MOQs:

- E-invite A or B: 30 sets for invitation sets / 50 pcs for single cards
- E-invite C: Same reduced MOQ (30 sets / 50 pcs) + RM50 physical design fee
- E-invite D: No MOQ reduction; standard MOQs apply.

实体喜帖的最低订购量 (MOQ) 规定如下:

- 单卡 (无信封): 100 张
- 喜帖套组 (卡 + 信封 + 贴纸): 50 套

若同时订购电子喜帖与实体喜帖, 可享受 MOQ 放宽:

- E-invite A 或 B: 喜帖套组 30 套 / 单卡 50 张
- E-invite C: 同样放宽喜帖套组 30 套 / 单卡 50 张 + RM50 实体设计费 (无论套组或单卡)
- E-invite D: 不享有放宽, 一律依标准 MOQ 执行

## 2. Design Processing Time 设计处理时间

Design processing time starts from the order date. The first draft is typically provided within 2-3 working days, while the overall timeline may vary depending on monthly order volume and the discussion or revision process.

High order volume, peak season demand, or additional confirmations required for custom designs, processing time may be extended by 1-3 days or more. If significant delays occur, customers will be notified accordingly.

Such delays are considered part of normal production conditions, and Xamiya Wedding shall not be held liable for any resulting impact. We appreciate your understanding and patience.

设计处理时间自下单日起计算。初稿通常将在 2-3 个工作日内提供, 整体进度可能因当月订单量及沟通与修改进度而有所调整。

如遇订单量增加、旺季需求或客制设计需额外确认等情况, 处理时间可能延长 1-3 天或更长。若出现较明显延误, 我们将及时通知客户。

上述情况属于正常制作流程, Xamiya Wedding 不对因此造成的影响承担责任。感谢您的理解与耐心。

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### 3. Design Proofing & Confirmation 设计校对与确认

Customers must carefully review and confirm all details on the final design before printing or launching the E-invite webpage, including dates, names, spelling, grammar, and any other relevant information. We recommend having a family member or friend assist with proofreading.

Please notify us of any changes before approving the proof. **Once you approve the final design, Xamiya Wedding is not responsible for any subsequent errors;** any reprint or correction costs will be charged to the customer. **Printing or E-invite webpage launch will proceed according to the approved final design.**

客户须在印刷或电子网页发布前仔细核对并确认最终设计稿上的所有细节：日期、姓名、拼写、语法、排版等。建议邀请家人或朋友协助校对。请务必仔细检查校样并通知我们任何需要修改的地方。一旦您确认最终设计稿，Xamiya Wedding 不对确认后的任何错误负责，因此产生的重印或更正费用将由客户承担。印刷或电子网页发布都以确认的最终设计稿为准。

### 4. Design Revision Policy 设计修改次数限制

Customers are entitled to up to three rounds of basic revisions after receiving the first draft (e.g., text edits or minor adjustments). **Once revisions exceed three rounds, a fee of RM30 will apply for every additional three rounds of basic revisions (RM30 / 3 revisions).** Major design changes beyond basic edits may also be charged separately, depending on the scope of work. Any additional charges will be communicated to the customer in advance.

初稿完成后，客户可享有最多三次基础修改（如文字调整或小范围变动）。超过三次的基础修改将收取 RM30 来重新刷新 3 次的修改次数 (RM30 / 3 次修改)。若涉及重大设计变更（超出基础修改范围），将另行收费，费用依据修改幅度而定。所有额外费用将在收费前提前告知客户。

### 5. E-Invite Webpage Post-Launch Revision Policy 电子请柬网页发布后修改政策

**Once the E-invite webpage has been officially delivered and published, any further changes (including text, date, or time amendments) will be charged at RM30 per revision.**

Please note that the webpage will only be published after the customer has confirmed that all design details are correct and no further revisions are required.

电子请柬网页一经正式交付并发布后，任何修改（包括文字、日期、时间等）将一律收取 RM30 / 次的修改费用。

请注意：网页仅在客户确认所有设计内容准确无误且不再需要修改后，才会正式发布。

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客户须在印刷或电子网页发布前仔细核对并确认最终设计稿上的所有细节：日期、姓名、拼写、语法、排版等。建议邀请家人或朋友协助校对。请务必仔细检查校样并通知我们任何需要修改的地方。一旦您确认最终设计稿，Xamiya Wedding 不对确认后的任何错误负责，因此产生的重印或更正费用将由客户承担。印刷或电子网页发布都以确认的最终设计稿为准。

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初稿完成后，客户可享有最多三轮的基础修改（如文字调整或小范围变动）。超过三次的基础修改将收取 RM30 来重新刷新 3 轮的修改次数（RM30 / 3 轮修改）。若涉及重大设计变更（超出基础修改范围），将另行收费，费用依据修改幅度而定。所有额外费用将在收费前提前告知客户。

### 5. E-Invite Webpage Post-Launch Revision Policy 电子请柬网页发布后修改政策

**Once the E-invite webpage has been officially delivered and published, any further changes (including text, date, or time amendments) will be charged at RM30 per 1 round revision.**

Please note that the webpage will only be published after the customer has confirmed that all design details are correct and no further revisions are required.

电子请柬网页一经正式交付并发布后，任何修改（包括文字、日期、时间等）将一律收取 RM30 / 轮的修改费用。

请注意：网页仅在客户确认所有设计内容准确无误且不再需要修改后，才会正式发布。

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### 6. Final Confirmation Before Printing 印刷前的最终确认事项

**Any changes to an order** (e.g., quantity, paper type, design modifications) **must be confirmed in writing before printing begins.** **Once printing has started, no changes are allowed.** Any modifications after this stage may incur additional charges.

任何关于订单的更改（如数量、纸张类型或设计修改）须在印刷前以书面形式确认。一旦印刷开始后，订单将不可再进行任何修改，任何更改可能产生额外费用。

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

**Customers must respond to design drafts and information requests within 48 hours. Delayed feedback may affect the design schedule and result in production delays or additional charges.** Xamiya Wedding is not responsible for delays caused by late customer responses.

客户须在收到设计稿或相关要求后 48 小时内回复。若因反馈延迟影响设计进度，可能造成制作延误或产生额外费用。因客户回复不及时导致的延误，Xamiya Wedding 概不负责。

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

Customers **choosing border designs should note that slight trimming variations may occur during printing.** Xamiya Wedding trims according to designated bleed lines, but minor discrepancies are normal. **If exact symmetry is required, we recommend avoiding border designs.**

选择边框设计的客户请注意，**印刷过程中可能出现轻微裁切偏差。**Xamiya Wedding 将按指定出血线裁切，但轻微误差属正常范围。**如需严格对称，建议避免使用边框设计。**

### 9. 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.** Files are all adjusted before printing in order to minimize differences, but minor color variations are inevitable.

因显示器及印刷过程（纸张、墨水、光线等）差异，**成品颜色可能与屏幕显示略有不同。**印刷前，我们会尽量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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## Real Printing Performance

### 真实印刷表现

Photo 照片

(请放大查看细节 Please zoom in for details)



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Words 文字

(请放大查看细节 Please zoom in for details)



By placing an order, you acknowledge and accept that the printed product may differ from the design preview and agree to accept the final printed product as is.

若下单，代表您清楚知道印刷效果与设计预览存在差异，并无条件接受最终印刷成品。

## 9. Invitation Cards Delivery Processing Time 请柬包裹邮寄处理时间

By placing an order, customers agree to the delivery timeline selected in the official order form. **Two delivery options are available: Standard (~30 days) and Express (~15 days, +RM0.70/pc). Delivery time is counted after the design is finalized.**

**Before printing, customers will receive a final confirmation checklist; this is the last chance to make changes.** Once the balance is paid and printing begins, no further changes are allowed, and Xamiya Wedding is not responsible for issues caused by late requests. **Customers are responsible for choosing the correct delivery speed for their wedding date.** Xamiya Wedding is not liable for delays caused by selecting Standard when Express was needed, nor for assuming a guaranteed arrival date.

**By confirming the order, customers acknowledge a natural 1-5 day variance in production and delivery.**

顾客下单即视为同意在官方表单中所选择的配送时速。我们提供两种配送时速：标准配送约 30 天或加急配送约 15 天 (+RM0.70/张)。包裹邮寄处理时间将从设计定稿后才开始计算。

印刷前，我们会提供最终确认清单，此为最后修改机会。尾款支付并进入印刷后将无法再修改，因延迟提出更改所造成的问题我司概不负责。顾客须根据婚礼日期选择合适时速。因选择标准但实际需加急或自行假设到货日期导致的延误，我司概不负责。

确认下单即表示您理解并接受制作与配送时速可能存在 1-5 天自然浮动。

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### 11. Shipping Policy 运输政策

Customer must provide accurate shipping information, including the recipient's name, phone number, and full address. Xamiya Wedding is not responsible for lost goods due to incorrect information. **If an address change is required after printing has begun, customers must notify us immediately.**

顾客须提供准确的收货信息，包括收件人姓名、联系电话及完整地址。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，顾客应立即通知我们。

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

**Orders to East Malaysia are not eligible for free shipping.** As invitation cards differ in weight and volume, **postage will follow the courier's real-time rate at the time of dispatch and is not included in the deposit or invoice.**

Once the invitations are ready, **Xamiya Wedding will provide the actual courier fee with proof** (transparent, pay-as-charged). **Shipping will proceed only after the postage is paid via bank transfer.** If unpaid, the parcel will be safely stored at our studio; Xamiya Wedding does not advance postage on behalf of customers.

**Customers who do not accept this mechanism may choose not to proceed at the deposit stage.**

For reference only: postage for ~50 sets typically ranges from RM40–RM60 depending on volume.

东马地区不享有包邮。由于喜帖重量与体积不一，邮费将以寄出的快递公司实时收费为准，不包含在定金或发票内。

喜帖完成后，我们会提供快递公司的实际邮费与凭据（透明实报实销）。客户需通过银行转账支付邮费后，我们才会寄出包裹；若未支付，包裹将暂存于工作室，Xamiya Wedding 不会代为垫付。

若您无法接受此机制，可在支付定金前选择不继续订单。

仅供参考：约 50 套喜帖的邮费通常为 RM40–RM60（视体积而定）。

### 13. Shipping & Responsibility Disclaimer 运输及责任声明

**All invitations are printed overseas and shipped to Malaysia via standard sea freight or express air freight, based on the delivery speed selected by the customer.** We track the shipment and provide updates only when necessary. Once the goods arrive, they are processed at our Perak workspace for packaging and final dispatch. Xamiya Wedding is not responsible for any loss or damage during international transit or domestic courier handling.

**During packaging, we verify only the quantity, envelope type, paper type, and sticker type according to the confirmed order.**

**Wording, spelling, layout, and design accuracy will not be rechecked at this stage,** as all content must be approved before printing.

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**If accessories (such as envelopes or stickers) are missing, incorrect, or short in quantity, customers must notify us within 7 days of receiving the items.** We will resend the correct accessories free of charge and cover shipping to both West and East Malaysia. Incorrect items do not need to be returned.

所有喜帖将依顾客选择的配送速度（标准海运或加急空运）批次运抵马来西亚。我们会追踪物流并在必要时更新。货物抵达后将由霹雳工作室负责打包与寄出。国际运输及本地快递造成的任何损坏或遗失，Xamiya Wedding 概不负责。

在打包阶段，我们仅会按照最终确认的订单核对数量、信封款式、纸张类型及贴纸类型；文字内容、拼写、版面与设计不会在此阶段再次审核，该环节应在送印前确认完毕。

若配件（信封、贴纸等）缺失、错误或数量不足，顾客须在收货后 7 天内通知我们。我们将免费补寄正确配件，并承担寄往西马与东马的邮费；错误物品无需退回。

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

While we aim to deliver all orders on time, unforeseen circumstances such as printing delays, logistics issues, or public holidays may affect the schedule. In such cases, **we will inform customers promptly, but Xamiya Wedding is not liable for delays caused by factors beyond our control.**

我们会尽一切努力确保按时交付您的订单，但印刷延迟、物流问题或公共假期等不可控因素可能影响交付时间。如遇延迟情况，我们将及时与您沟通，但对于超出我们控制范围的延误，Xamiya Wedding 恕不负责。

### 15. Payment Terms 支付条款

**A non-refundable RM200 deposit is required for printed invitations, with the remaining balance payable in full before printing.** Orders with outstanding balances will not proceed to print under any circumstances.

**For digital invitations, Package A requires a non-refundable RM200 deposit** with the balance due before delivery. **Packages B, C, and D require full payment upon ordering.** All payments, including deposits, are strictly non-refundable, even if the order is cancelled or not completed.

纸质请柬下单时须支付 RM200 定金（不可退还），余款必须在送印前全部结清，未付清者一律不予送印。

电子请柬方面，A 配套下单时需付 RM200 定金（不可退还），余款需在交付前付清；B、C、D 配套下单时须支付全款。所有已支付款项（包括定金）概不退还，即使订单取消或未完成。

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### 16. Cancellation & Refund Policy 取消与退款政策

A non-refundable deposit of RM200 is required upon order placement to begin the design process. Once the design draft is confirmed, the order cannot be canceled, and no refunds will be issued. The remaining balance must be paid in full before printing. **If customer wishes to cancel before confirming the design, the deposit remains strictly non-refundable.** In exceptional cases, the company may, at its sole discretion, consider a partial goodwill refund depending on the stage of work completed.

客户下单须支付 RM200 不可退还定金以启动设计流程。一旦客户确认设计稿，订单不得取消，且所有已付款项均不予退还。余款需在送印前全额结清。若客户在确认设计稿前取消订单，定金仍严格不予退还。特殊情况下，公司可基于善意并视工作进度，自行决定是否提供部分退款。

### 17. Quality Issues & Claims 质量问题与索赔

In the unlikely event that the **final product contains severe printing issues that affect readability or usability** (such as illegible text due to printing errors or incorrect paper type), **Xamiya Wedding will provide a free reprint.**

**However, minor imperfections such as the following are not considered printing defects and are not eligible for reprints or refunds:**

- Small scratches, dents, or fold marks caused by shipping or handling.
- Slight ink marks or minor alignment shifts that do not affect readability.
- Slight variations in color due to the nature of printed materials versus digital displays.
- Difficulty reading small fonts chosen during the design stage (unless caused by a printing error).
- Perfectionist complaints regarding aesthetics that do not impair the functionality of the invitations.

**Please note that printed products may not perfectly match the precision of digital previews. All quality claims must be submitted within 7 days of receiving the order, with photo evidence provided.**

在不太可能发生的情况下，若成品出现严重影响阅读或使用的印刷品质问题（如印刷错误导致文字无法辨识、纸张类型印错），**Xamiya Wedding 将免费为您重印。**

**以下情况不视为印刷瑕疵，恕不提供重印或退款：**

- 因运输或处理造成的轻微刮痕、凹痕或折痕。
- 不影响阅读的轻微墨迹或对齐偏差。
- 实体印刷与屏幕显示之间的轻微色差。
- 因设计阶段选择的小字体本身较难阅读（非印刷错误所致）。
- 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：实体印刷品无法完全达到数码预览的精确度。所有品质问题须在收货后 7 天内提出，并附上照片为凭。**

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### 18. Force Majeure 不可抗力条款

Xamiya Wedding shall not be liable for any failure or delay in fulfilling its obligations due to circumstances beyond its reasonable control, including but not limited to natural disasters, pandemics, strikes, or government 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 无法履行或延迟履行其义务，Xamiya Wedding 概不承担任何责任。

### 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. Proceeding with the order means you understand and accept all terms. Not reviewing them may lead to avoidable misunderstandings or issues.

请在下单前阅读并确认所有条款与细则，遵守这些条款与细则有助于我们为您提供最佳服务。继续下单代表您已理解并同意所有内容；未阅读可能会导致本可避免的误会或问题。