

PENCRAFT + POST

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FAQS

How does the rental process work?

Rental periods are generally 3 days. For Saturday events, pick-up would be on Friday, and items would be returned on Monday. Please let us know if your event is out of town to see if we can accommodate a longer rental period for your date.

Do you offer delivery to the venue on the day of the event?

All rental packages include free delivery within the Greater Richmond area.

We currently offer free delivery to venues (w/i Greater Richmond area) on orders over \$400 (before tax).

We offer delivery to venues located within the Greater Richmond area for an additional \$50 fee.

If your (\$400+) order includes rental items, please connect us with your wedding planner or on-site coordinator so that we can also arrange pick-up from the venue.

How about pricing?

Pricing is dependent on several factors including material, size, lettering style and how quickly you need your order completed. Here are some starting points to give you an idea.

Rentals:

Large Gold Framed Chalkboard...Starting at \$175

Gold Rectangle Mirror....Starting at \$100

Ornate Gold Mirror....Starting at \$100

Gold Oval Mirror.....starting at \$75

Soft Arch Chalkboard Window...starting at \$75

Soft Arch Window....starting at \$75

Acrylic Table Numbers (includes stands)... \$8/each

Bespoke Balloon...starting at \$40

Place Cards.....Starting at \$2/each

Why rentals?

We offer rentals for two main reasons. The first is to simplify the process for our clients. One less thing to find and one less thing taking up space in your house post-wedding! Secondly, we strongly believe in doing our part in reducing waste in the wedding industry. The large majority of hand lettering businesses (including Pencraft +Post) prohibit the resale of their work in Wedding Buy + Sell platforms etc., and many pieces are customized. If you are interested in making your day even more sustainable, check out our friends [Enrich Compost](#) who can help you compost food scraps at your wedding in style!

Can I provide my own mirrors, chalkboards, etc. for you to letter.?

You certainly can! We will ask for a detailed description of your item including the material and dimensions in order to provide you with an estimate.

How does payment work?

You will first receive a proposal by email. Once the proposal is approved, you will receive a contract and electronic invoice that will allow you to pay online by credit card. At the signing of the contract, we require a 50% deposit. The remaining balance will be due 1-2 weeks before the event date, and is always required before delivery/shipping of orders.

Can I book your services for my wedding or event before I know exactly what I want?

Absolutely! We encourage you to book your spot with us as soon as you know you would like to use our services. You do not have to know the nitty gritty details yet. We require a \$75 non-refundable deposit that will go toward your order. :)