



WEDDINGS & EVENTS

Frequently Asked Questions

PRICING & ORDERING

Do you sell directly to consumers?

No. We sell wholesale to businesses within the special event/gift industries, such as invitation designers, event coordinators, and retail stores.

How can I get a quote based on my custom specifications?

Our printable quote worksheets help to recap the details of your project and make it simple for us to give you an accurate quote. Worksheets can be found by clicking the "QUOTES/FORMS" tab. Simply email (trend@go-trend.com), fax (619) 565-2180, or call (800-GO-TREND) with your details and we will give you a quote.

Can I order a sample before placing my order?

Absolutely! Your "client specific" sample will ship within 4 working days (embroidery not included) at a cost of 2 times the base cost + shipping (example: \$10 base cost = \$20 sample.) This is an excellent opportunity for your clients to approve the sample or make changes, prior to placing an order.

Can I send my own fabric for you to use?

Yes! We are happy to use COM (Customer's Own Material). Please send all fabrics, ribbons, trims, and bling to: Trend Weddings & Events, 3025 Beyer Blvd., Suite E102, San Diego, CA 92154.

Do you have a price list that shows all of your items with pricing and quantity discounts?

Yes! Please send us an email along with your business information, including resale number, requesting our current price sheet and we will email it to you.

Do you have a minimum order requirement?

We have a \$100 minimum order. A \$20 fee will be applied to orders under \$100. A 10-piece minimum per item is required (except Event Essentials). There is no sample minimum. Samples (up to 2-pieces per item) are twice the list cost.

Do you offer discounts for larger orders?

Yes! Prices are reflective of quantity, as listed on our wholesale price sheet. Discounts apply at 100+ and 250+ pieces per order.

Will I be charged sales tax?

No. Since the goods are for resale, taxes are not charged. California accounts must provide a Resale Permit Certificate.

What methods of payment do you accept?

We accept credit cards: Visa, MasterCard, American Express, Discover. Checks and Money Orders are also accepted.

When is payment due?

We require a 50% deposit when your custom order is placed, with the balance plus shipping costs due at time of shipment.

How should I place my order?

Please email (trend@go-trend.com) or fax (619) 565-2180 your order so we have it in writing. Be sure to utilize our forms to make it easy. This avoids any verbal miscommunication and helps to prevent errors. We will contact you for any clarification needed. Your written order acts as authorization for Trend to process your order.

Can I make changes to my order once it is placed?

Only if the timing and specific change does not impact the production process. If materials have not been cut/processed, we will do our best to accommodate a change.

Will I receive an invoice with my order?

No. Invoices are emailed following the shipment of your order.

SHIPPING/TRACKING

Where do you ship from?

We ship from beautiful San Diego, California.

How will my order ship?

We utilize UPS (United Parcel Service) and USPS Priority Mail (United States Postal Service). You may select ground (least expensive) or expedited service via UPS, and we will ship using your UPS account number upon request. USPS Priority Flat Rate options work well for samples and smaller orders.

What are the shipping costs?

Shipping costs vary depending on the method of shipment and the size/weight of your order. We strive to ship via the most cost effective way, working within your timeline. UPS ground shipping **estimates**:

- Invitation Folios = 3% - 6% of merchandise cost
- Invitation Boxes = 5% - 9% of merchandise cost

For your "last minute clients," we offer expedited product RUSH charges that are often less costly than expedited shipping. See RUSH charges for details.

Do you ship International orders?

You bet, with specific shipping instructions provided. International shipping costs vary dramatically from domestic shipping costs.

How long will it take before my order is shipped?

All custom handmade orders are shipped within 15 working days. RUSH processing is available at additional cost.