

FAQ





**I'M SO GLAD YOU'RE HERE!
BELOW ARE MY MOST COMMON
QUESTIONS AND IMPORTANT
POLICIES TO HELP YOUR
EXPERIENCE WITH CRAFTED
VISION DESIGNS GO AS
SMOOTHLY AS POSSIBLE. I CARE
DEEPLY ABOUT YOUR CUSTOM
IDEAS AND MAKING YOUR
VISION COME TO LIFE, SO
PLEASE READ THE FOLLOWING
BEFORE BOOKING.**



1. DO I NEED TO PLACE A DEPOSIT?

YES! ALL CUSTOM ORDERS REQUIRE A NON-REFUNDABLE DEPOSIT TO BEGIN PROCESSING. THIS COVERS MATERIALS AND HOLDS YOUR SPOT IN OUR CRAFTING QUEUE. DEPOSITS VARY BY ITEM BUT TYPICALLY RANGE BETWEEN \$10-\$25 OR 50% OF THE TOTAL PRICE, DEPENDING ON THE ITEM TYPE AND TURNAROUND TIME.

2. WHAT IS A PRE-ORDER SUMMARY?

EACH ORDER BEGINS WITH A **DESIGN & PRE-ORDER SUMMARY**, WHICH INCLUDES:

- YOUR DESIGN DETAILS (COLORS, NAMES, THEMES, ETC.)
 - ITEM TYPE AND SIZE
- BASE PRICING BEFORE TAXES
- EVENT OR DELIVERY DATE

THIS IS FOLLOWED BY A **BOOKING & PROCESSING AGREEMENT**, WHICH OUTLINES:

- FINAL TOTAL
- PAYMENT METHODS ACCEPTED
- ESTIMATED DELIVERY OR PICKUP WINDOW
- POLICIES ON RUSH ORDERS, CANCELLATIONS, AND CHANGES

3. WHAT IS THE STANDARD PROCESSING TIME?

WE ASK FOR AT LEAST 2 WEEKS' NOTICE FOR MOST CUSTOM ITEMS, ESPECIALLY THOSE INVOLVING:

TODDLER OUTFITS
RIBBONS
DECORATED KEEPSAKES
PAINTED ARTWORK, ETC.

THIS ENSURES TIME TO GATHER SUPPLIES, CRAFT YOUR DESIGN, AND ALLOW MATERIALS TO DRY OR CURE PROPERLY.

 RUSH FEE APPLIES FOR ORDERS NEEDED SOONER AND RANGES BETWEEN \$10-\$25, DEPENDING ON SIZE AND COMPLEXITY.



✨ 4. CAN I REQUEST SOMETHING I DON'T SEE LISTED?

ABSOLUTELY! CRAFTED VISION DESIGNS IS ALL ABOUT CREATIVE COLLABORATION. MANY OF OUR FAVORITE PIECES WERE INSPIRED BY CUSTOM REQUESTS FROM CUSTOMERS LIKE YOU. USE THE "STAY IN TOUCH" FORM ON OUR WEBSITE TO SHARE YOUR UNIQUE IDEA OR DESIGN VISION!

🚚 5. HOW DO DELIVERIES OR PICKUPS WORK?

LOCAL PICKUPS ARE ARRANGED VIA PRIVATE MESSAGE OR EMAIL AFTER BOOKING.

SHIPPING IS AVAILABLE FOR MOST LIGHTWEIGHT OR FLAT ITEMS (EX: RIBBONS, LIGHTERS, SMALL DECOR).

WE WILL CONFIRM YOUR DELIVERY TIMELINE DURING THE BOOKING AGREEMENT STAGE.

📦 NOTE: SHIPPING COST IS ADDED TO THE FINAL BALANCE UNLESS OTHERWISE STATED.

💡 6. HOW SHOULD I COMMUNICATE UPDATES OR QUESTIONS?

WE ENCOURAGE OPEN COMMUNICATION THROUGHOUT THE PROCESS! FEEL FREE TO:

ASK QUESTIONS
SEND INSPO PHOTOS
UPDATE US WITH DEADLINES OR CHANGES

WE PREFER ALL UPDATES THROUGH THE EMAIL LISTED ON FILE OR THE "STAY IN TOUCH" FORM TO KEEP RECORDS ORGANIZED.



✖ 7. WHAT'S THE POLICY ON CANCELLATIONS OR REFUNDS?

DEPOSITS ARE NON-REFUNDABLE.

FULL CANCELLATIONS ARE NOT ACCEPTED AFTER MATERIALS ARE PURCHASED OR CRAFTING HAS BEGUN.

IF YOU NEED TO POSTPONE YOUR EVENT, WE MAY BE ABLE TO RESCHEDULE YOUR PICKUP OR SHIPPING—JUST COMMUNICATE ASAP.

REFUNDS WILL ONLY BE CONSIDERED IF CRAFTED VISION DESIGNS IS UNABLE TO FULFILL THE ITEM DUE TO EMERGENCY OR SCHEDULE CONFLICT ON OUR END.

💵 8. WHAT PAYMENT METHODS DO YOU ACCEPT?

WE ACCEPT THE FOLLOWING:

CASH APP: \$CASSHKCLICK

APPLE PAY: CRAFTEDVISIONDESIGNS@ICLOUD.COM

CHIME: \$NIA-DRAKEFORD

COMING SOON: SECURE INVOICES VIA SQUARE OR WAVE, WHERE YOU CAN PAY BY CARD.

🎨 9. CAN I SEE SAMPLES OF YOUR WORK OR PAST DESIGNS?

YES! VISIT OUR SITE GALLERY, BLOG, OR SOCIAL MEDIA TO VIEW PAST CUSTOM CREATIONS. WE UPDATE REGULARLY WITH:

BEHIND-THE-SCENES CRAFTING

CUSTOMER SHOUTOUTS

BLOG FEATURES ABOUT EACH DESIGN'S STORY

👉 NEED SOMETHING ELSE?

IF YOUR QUESTION WASN'T ANSWERED ABOVE, DON'T WORRY—JUST REACH OUT! WE LOVE THOUGHTFUL CONVERSATIONS AND WANT EVERY CRAFTETT TO FEEL HEARD AND SUPPORTED.

🔗 WEBSITE: [CRAFTEDVISIONDESIGNS.COM](https://craftedvisiondesigns.com)

✉ CONTACT FORM: BOTTOM OF HOMEPAGE UNDER "STAY IN TOUCH"

📧 EMAIL UPDATES & BLOG RELEASES: COMING SOON!