

How are the crackers delivered?

Cracker orders are delivered by Initial City Link. A signature is required on receipt. Crackers can be delivered to a place of work, a relative, a friend or your event venue if it is easier.

totallycrackers 

FAQS

sales@totallycrackers.co.uk

Do I have to order a particular number of crackers?

No - we accept orders from 1 cracker up to 500 crackers.

Can I see a sample cracker?

Yes. Sample packs are available at a cost of £3.50 which is refundable when you place an order. A sample request form is included in this pack.

I'd like my crackers to match my dress/bridesmaid's dress/groom's tie etc. Can I send you a fabric swatch?

Yes. We will do our best to source a paper and/or ribbon to match it for you.

I've had a sample pack, but I've changed my colour scheme. Can you send me more paper and ribbon samples?

Yes. Just give us a call or an email and we will send paper and ribbon samples free of charge.

How big are the crackers?

A Standard, Classic and SlideApart Crackers are approximately 240mm in length. The centre part that holds the gifts is 50mm diameter and 100mm long.

Mini (two third size) Crackers are approximately 165mm in length. The centre part is 20mm diameter and 50mm long.

Can I provide gifts for you to fill the crackers with?

Yes. Just send your gifts to us and we can fill your crackers for you at no extra cost.

How long will my crackers take to make?

This is dependent on what you order and how many crackers you would like. Delivery times are updated regularly on our website. If you order a sample we will give you an idea of the time required for your order when we send your sample pack out to you.

How do I place an order?

Order forms are sent out with sample packs. Alternatively, order forms can be downloaded in PDF format from our website. We prefer order forms to be completed and posted to us. That way we can make sure your crackers are made as you would like them to be. We do not currently offer an online ordering facility.

I would like to use my crackers as place-names, but I don't have a complete guest list yet. Can I forward my names at a later date?

Yes. We would advise placing your order as soon as you can. This way we can schedule your crackers in for production. Names can be sent at a later date. Please allow 3 weeks for us to complete your name tags.

Can lettering for tags/ quotes/ jokes/ tongue twisters be printed in gold or silver?

No. We can only print black lettering.

Can I choose specific gifts for specific guests?

Yes. If you are having name tags just send us a list of which guest is to receive which gift. If you are not having name tags we can still let you know what crackers contain which gift - we will wrap them in tissue paper and label the crackers accordingly.

Can I have a mix of papers and ribbons within one order?

Yes. For example - you can have half one colour and the other half another. You can also alternate ribbons. Your crackers are individual to you - feel free to mix and match as much as you like!

I've just invited a couple more guests - can I have some more crackers?

Yes. Give us a call or an email and we can add extra crackers to your order.