

# TERMS & CONDITIONS

## APPOINTMENT POLICY

### 1. Consultation

We provide a private and personal service and we'll be happy to advise you on all your styling and design questions.

### 2. Appointment fee

We charge an appointment fee of £30. We require your card and address details to confirm these bookings. This will be deducted from your balance if you place an order and refundable if the appointment is cancelled no later than 48 hours prior to your appointment. First appointment is maximum 60 minutes. If you need a re-cap appointment to re-look at your favourite dress one additional appointment will be offered complimentary but it will be restricted to a 30 minute session. Any other appointments you might need will be charged as first appointment.

### 3. Visiting you

Once order has been placed and we're ready for first fit we also offer the option to travel to your place. This service is charged at £40 per hour. One hour minimum fee. This service will need to be paid in advance and as per point 2. we require your card and address details to confirm these bookings. This service cannot be deducted from your final balance. Service is refundable if the appointment is cancelled no later than 48 hours prior to your appointment. Fit sessions are free if held at our premises.

### 4. Guests

To ensure the best possible experience, we would like to ask you to be accompanied by max two guests. We also advise bringing no babies and young children. We love them, but unfortunately our working environment is unsuitable for children due to both the delicate nature of the dresses and the presence of scissors and pins. Choosing a wedding dress is a big decision and you will have a much more relaxed experience if you can fully concentrate without having to worry about the little ones.

### 5. Photos

We apply a photo restriction policy. Even though we understand you might want to take snaps of your favourite gown, we would appreciate if you and your guests could respect our design copyright and refrain from taking photos. If you really love one dress, please ask if we can allow any images but we encourage you to concentrate on your reflection and how you feel in the dress. Once you'll be happy to work with us and paid a deposit you might take and share additional images. As a reminder of the collection, a selection of gowns is available to download on our website and you will always be welcomed back for a re-cap.

### 6. What to wear

Please wear nude underwear including a strapless bra & bring shoes which are similar in height to those you will wear on your wedding day.

### 7. Food and drink

We advise that you and your guests have eaten something before you come as it can be tiring to try on dresses and due to the nature of the dresses we advise not to bring food during the appointment. Please be ensure we'll always have a selection of non alcoholic drinks and snacks to offer you and you'll also be welcomed with a glass of complimentary bubbles.

### 8. Exclusivity

We work on exclusivity. This means we are a designer label and even though we work with a team of very experienced seamstresses, we won't agree to copy or remake any dresses you might have seen somewhere else. We truly believe in uniqueness and respect other designers copyright.

## **PAYMENTS TERMS**

### **1. Deposit**

To secure your order we require a 50% deposit. Deposit is not refundable unless you cancel the order within 24 hours of placing it. Please note no work, alteration, sketches, images will be started or sent till deposit is paid in full. The balance is payable on completion of your dress.

No goods may be taken or shipped before all of the order has been paid for in full and cleared by the bank unless paid in cash.

Once you have placed the order a contract has been made and you become liable for the full costs of items ordered. All sales are final.

Ownership of merchandise remains with us until payment has been made in full, including any extra charges included on the invoice.

### **2. Instalments**

If you wish to pay your dress in instalments this can be arranged provided a 50% deposit is paid.

Especially the bespoke service can be very expensive and time consuming and we offer to set payment by instalments at the end of each styling session. Equally no goods may be taken or shipped before all of the order has been paid for in full and cleared by the bank unless paid in cash.

### **3. Cancellation**

In the event of cancellation, you remain liable for the full cost of items ordered.

If we have started to make your dress and your wedding is put back or cancelled, or you change your mind, unfortunately your dress still has to be bought as it has started to be made.

Depending on the stage of the dress we might be able to offer you a small discount at our discretion.

### **4. Returns / Exchanges**

We do not accept returns or exchanges on any made to measure, bespoke or one off garments.

All dress sales are final as once your gown is made to your specifications and measurements it cannot be re-sold. Refunds might apply through our online stockiest on selected dresses and accessories.

### **5. Alterations**

Any alterations necessary after completion of the dress due to body shape change will be charged additionally. Cost of alterations are not included in the price of the dress unless otherwise stated at time of purchase.

### **6. What is included in the price**

Once a design is chosen a quote will be agreed, which will reflect total final price of the outfit.

Total final price includes:

- all consultations and fittings as stated in the quote
- the cost of the chosen fabrics and trim as well as toile fabrics
- all design and make cost
- any predefined shipping and insurance if required
- gown cover
- a signed copy of the illustration of the dress
- all reasonable alterations necessary to ensure that the dress fits to your satisfaction as per agreed design.

Please be ensured all effort will be made to deliver your perfect dress as you imagined it.

We advise you to trust our expertise and not to suggest unnecessary alterations or design changes.

Any additional changes due to change of mine will be charged separately.

### **7. What is not included in the price**

- shipping if not requested at time of ordering
- any alterations due to weight lost or gained
- any alterations due to change of mind which will require additional work or costs. i.e. change in shape, fabric or embellishment once the process has begun.

In all above points a quote will be provided before proceeding.

## **8. Liability**

When placing the order, the client takes full responsibility for the size ordered and any measurements taken, including changes to the sample such as waist to floor measurement. We cannot be held responsible for a dress not fitting correctly due to fluctuations in weight, body size and/or changes in body shape of the person the dress is required for.

Samples are for reference only. Slight variations in fabric colour, texture, and trim can be possible once remaking a dress. We will promptly advise on every changes we might incur.

Dresses that have beading or embroidery may vary in the amount of beading / embroidery from that of the sample.

All garments must be inspected on picking up as we cannot accept responsibility for the condition of any item after it has left our premises.

Although every effort will be made to deliver your order on time, we cannot be held responsible or liable for suppliers not delivering goods on time if order is requested to be shipped.

We accept no responsibility or liability for the suitability of a gown or any other item for use outside its intended purpose.

We must be given the opportunity to inspect any garment or item which is subject to a complaint and given reasonable chance to rectifying the problem.

## **9. Sample sale**

All sample sale dresses are sold as seen and must be paid for in full at time of purchasing.

Refunds might apply through our online stockiest.

## **10. Accessories**

All accessories are sold as seen and must be paid for in full at time of purchasing. Refunds might apply through our online stockiest. In case of bespoke veils and capes the deposit and payment polices applies.

Upon placing your order you agree to accept the above terms and conditions.