



Wedding Gown Alterations
bespoke for you

Terms and conditions contract.

- a) The price of alterations will vary depending on the garment, a quote will be given but this will only be an estimated quotation based on your initial fitting, should additional time or materials be required to complete your desired alterations, extra costs may occur.
- b) Customers can expect their First fitting to be normally carried out approximately 4/6 weeks before the wedding / event, unless the sales order is for a short order or late order, in which case first fittings may be carried out during the week of the wedding / event and possibly even the day before. However, if a customer wishes their fittings to do be done sooner it is their overall decision, however if additional work needs to be carried out closer to the event there will be additional charges.
- c) Gowns are designed to be worn with underwear, a suitably structured bra/lingerie is advised by us, but it is the customer's personal choice if they choose to where the correct underwear, however we cannot guarantee the best fit possible without.
- d) We will advise you what we feel is the right alterations for your garment as every garment is different and if you choose not to take our advice, we cannot hold any responsibility for the performance on the finished product.
- e) It is essential that customers bring their wedding shoes and any underwear being worn on the wedding / event day to their fitting appointments. If the customer fails to bring the items needed to carry out the fitting, you be asked to rearrange your fittings.
- f) We offer a fitting and alterations service, but it is an independent service to the shop provided by fully experienced and competent alterations specialist's, you are entitled to 3 Free Fittings for your alterations to be done if we feel you require more it will be free of charge, however if it is your personal choice for additional fitting, you will be charge.
- g) We do not hold any responsibility of what happens to the dress and if any faults occur after the item has left the property.
- h) Customers are asked to make themselves available for all fittings and alterations when required and should be prepared to attend for at least three fittings.
- i) After a fitting has been carried out or an alteration form has been signed, we cannot and will not accept any responsibility in respect of any changes which may occur in the Customers size and body shape. It is not policy to take in gowns by any more than one dress size (maximum 2") as this could adversely affect the style and look of the gown, however it is possible to take a dress in more than one size and it is at the customers risk if this is required. Letting out of all gowns is also not advisable and is at the risk of the customer should they decide on this requirement for their gown.
- j) Any works, or additional works agreed verbally in person or over the phone while in the alteration process will also follow the terms and conditions set out here within this contract.
- k) We cannot take responsibility for any customer on changing their shoes or underwear in the middle of fittings as this can change the fit of any garment and adjust the length. If a customer does change any underwear, shoes or gains/losses weight within their fittings and work has to be redone there will be an additional charge.
- l) Any advice given from the alteration specialist is taken at the customers own risk as this is only advice and it is personal choice of the customer, the specialist cannot be held responsible for any decisions made about the alteration of any garment which are deemed unsatisfactory after any alterations are completed , if the customer requested them .
- m) If appointments are cancelled deposits/payments made will be lost, if an appointment is not cancelled within 48 hours of the appointment time an cancellation fee will be applied of £35.
- n) When a seamstress is book out to do work on a garment and a customer decides to cancel the work the time booked for the seamstress will still be chargeable the amount will depend on the time which has been booked out.
- o) If the customer cancels work on the garment and decides not to proceed with the work agreed / discussed then a fee for the fittings already taken place will be charged this fee will depend on the time used in the fittings.
- The Terms and conditions outlined above do not in any way affect the customer's statutory rights.