



Wedding Gown Alterations
bespoke for you

Terms and conditions

- 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 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 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 ask 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. It is at the customers risk if more than this is required to be taken in. 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) 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.
- k) 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 .
- The Terms and conditions outlined above do not in any way affect the customer's statutory rights.