

Bespoke Bridal Bliss Ltd Terms and Conditions

Thank you for choosing Bespoke Bridal Bliss Ltd. Please read the following terms and conditions carefully and ensure that you fully understand them.

Please note that the following terms and conditions apply to all orders, purchases and supply of bridal dresses, Services and/or accessories.

Sale of Goods Terms and Conditions

- The description and price ("Price") of your dress and accessories shall be specified on the order form which you will be generated when you place your order.
- On placing the order ("Order Date"), you agree that you are liable for the full Price of the dress, services and/or accessories.
- You are required to pay a deposit amounting to 50% of the total Price ("Deposit") for the dress, service and/or accessories on the Order Date.
- The Deposit / Full price is not refundable or transferrable under any circumstance after the order date.
- The outstanding balance is due within three months of the order date or agreed collection date. Please note that we do not accept cheques.
- All items remain the property of Bespoke Bridal Bliss Ltd until paid for in full and may not be removed from the premises until full payment is received.
- If you do not collect your dress and / or accessories within two weeks of agreed date, we reserve the right, at our sole discretion, to re-sell your dress and accessories to a third party, in which case any monies paid will not be refunded to you.
- All dresses and accessories (including sample dresses) are non-refundable and non-exchangeable.
- You acknowledge that your wedding dress will be made in accordance with your measurements to the nearest size on the designer's size chart.
- Your measurements will be taken by a member of our team before you place your order and will state the size on your order.
- On the Arrival Date of your dress, you will be asked to arrange an appointment to view your dress at our store to confirm that you are satisfied. For the avoidance of any and all doubt, if you decline this invitation to view your dress, we cannot accept any liability for any issues you later raise as regards the size or condition of the dress.
- We shall not be liable in the event that you change your mind or your circumstances change. The Price must be paid in full in all circumstances.
- Please note that, by their nature, wedding dresses are delicate items and should be afforded extreme care. We shall not be liable for any damage to your dress arising from wear and tear, wilful damage, accident, negligence by you or any third party or use otherwise than as recommended by us or failure to follow our instructions or any alteration or repair.
- When you collect your gown, you will have the opportunity to inspect the gown and check it is in an acceptable condition. You will also be advised on how to properly fasten the dress and bustle it, if applicable.
- All persons signing our invoice/order will be responsible for the stated terms & conditions of sale, payments and collection of goods ordered. The person named on the front of the invoice/order will be the only one able to collect the goods unless agreed otherwise in advance with the collector confirming the clients full name and contact number.
- Once the dress is collected, full responsibility is handed over to the customer. Bespoke Bridal Bliss Ltd cannot be held responsible for any damage caused once the items are taken off the premises.
- You will be deemed to have accepted the quality of the alterations and are happy with the final fitting before you leave the premises. Bespoke Bridal Bliss Ltd will not be liable for any discrepancies subsequently discovered. It is essential that you inspect the garment and are completely satisfied with the condition of the fit before taking it from the premises.
- We shall not be deemed to be in breach of these terms and conditions as a result of acts beyond our reasonable control including without limitation acts of God, war, riot, civil commotion or

terrorist attack, malicious damage, compliance with any law or governmental order, accident, fire, flood or storm.

- Please note that we cannot guarantee that another bride will not choose the same design of dress as yours.
- Monies are NOT REFUNDABLE or transferable to other orders. Once goods are ordered you have no rights if you simply change your mind (Sale of Goods Act 1979).
- Customers should retain their sales contracts, and any other receipts as proof of purchase, and be sure to have read these TERMS AND CONDITIONS and fully understand the obligations herein.
- Dress orders will still have to be paid in full, even if your event was cancelled or for any other reason. Costs will still be incurred to the suppliers and to Bespoke Bridal Bliss Ltd regardless of ANY circumstance.
- For reasons of hygiene ALL ACCESSORIES – (tiaras, hair slides, earrings) which have been removed from the premises once paid for cannot be refunded or exchanged.
- Should any dispute occur regarding the service or the terms and conditions, Bespoke Bridal Bliss Ltd will make reasonable endeavours to resolve the matter. However, Bespoke Bridal Bliss Ltd's decision is final.

Alterations Terms and Conditions

- Fittings and alterations will not be carried out on any gown that is not fully paid for, under any circumstances.
- After the sales order contract has been signed and order placed. Bespoke Bridal Bliss Ltd WILL NOT accept any responsibility in respect of any changes which may occur to the Customers body measurements.
- Bespoke Bridal Bliss Ltd reserves the right to refuse any wedding dress alterations.
- Once your dress is pinned and both you and a member of our team agree to the services required no changes can then be made, your dress will be altered/adjusted as agreed. Any additional adjustments required after this will be charged for. Alterations are charged at a standard rate which is available upon request. The initial fee quote for services provided at first fitting is approximate and subject to change. Services cannot be cancelled once works have commenced and payment in full will be due once works are completed. Cancellation of services with Bespoke Bridal Bliss Ltd can be agreed and items returned where works have not commenced on any item.
- Alterations are not included in the Price. We will provide you with details of recommended seamstresses however you are free to engage a seamstress of your choice. We accept no responsibility for any issues arising as a result of alterations to your dress.
- Customers of Bespoke Bridal Bliss are not obliged to use the recommended seamstress for alterations, and any contract for fitting & alterations is wholly with your selected seamstress.
- It is the sole responsibility of the customer to make contact their chosen seamstress to arrange fitting appointments directly. Bespoke Bridal Bliss Ltd cannot guarantee availability of appointments with seamstresses. We recommend that appointments are booked in as soon as possible to avoid disappointment.
- Bespoke Bridal Bliss Ltd cannot be held responsible for the alterations work carried out by the recommended seamstress, or any other seamstress selected.