

# General Chicque FAQ's

## **What Sizes does Chicque Stock?**

For Garment Hire it can range from sizes 4 to 16 (depending on stock)

## **What is the Hire range?**

Hire prices start from \$50 to \$150 (for the expensive garments)

## **Does Hire price include Dry Cleaning?**

You have the option of paying the hire price plus dry cleaning or without – credit card details are kept if there are any damage costs / extra dry cleaning involved (see terms and conds)

## **How does the Hire Process work?**

1. Book an appointment to view & try in our Chicque boutique.
2. Once you have found the garment you love, simply book it in for your event date by paying the hire fee instore via debit or credit card – non refundable deposit is required.
3. Pick up your garment from the Boutique on your pick up date as advised by Chicque & Co.
4. Return on the following Monday (Tues if it is a Public Holiday) directly to us – we will send garments in for drycleaning.

## **Does Chicque & Co. Sell any Stock?**

We generally only sell through our online shop via website [www.chicqueandco.com](http://www.chicqueandco.com) although occasionally sell some items in shop. However, it is generally for Hire Garments only.

## **Do you ship outside of SA?**

NO – at this stage we only hire within South Australia

## **What payment methods do we accept?**

Cash payments are accepted.

Bank transfer is acceptable

We do prefer to accept debit or credit card payments only.

Credit Card details will need to be provided as security and any unnecessary / cleaning charges.

## **Is there a FEE for booking a fitting?**

No – fitting is FREE if it is within our boutiques open hours, but highly recommended to book a time..

You may bring a friend, the more the merrier – as long as they are booked in at the same time. (same conditions apply as above if friends are trying garments on).

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## **Can I “hold” a garment for a date without paying?**

Sorry Ladie, we can only book a dress in for your event date with the full payment or a \$50% deposit of the hire price at the very least.

## **Can someone else pick up my garment for me?**

Yes. Please email us the full name and your relationship with the person who will be picking up on your behalf. We cannot give out a garment to anyone other than the member that the dress is booked under, unless we have written confirmation from the members email address confirming the above information.

## **When Can I pick up my dress?**

Generally pick ups are day of or night before the event. Should your event be midweek you must pick up on the day of your event. Please contact us to discuss further options should these days/times not work for you.

## **Do I clean the Garments myself?**

No, please do not attempt to clean the garment yourself as you may risk setting the stain. Please also avoid using any tanning lotions when hiring our garments. All dresses are to be returned to the Boutique for a professional dry clean unless advised otherwise by us.

You can Hire the garments including dry cleaning or without – we need to keep credit card details for any extra costs should the garment be excessively soiled. Please read terms and conditions before hiring the garment.

## **Can I bring my garments into the store instead of emailing them through?**

Sure, please contact us to arrange an appointment to bring your dresses in during our boutiques open times. Extra cost will be required if outside of these hours.

It's also best to have the garments brand, name, size, best fits range and RRP information if you know this.

Can I take any of my garments back from consignment?

Yes – of course they are your clothes. As long as no-one has booked it in as a hire and paid a deposit as this is non refundable to the boutique.

Please contact us to discuss an early pick up day.