



TERMS & CONDITIONS OF SALE **Gowns being ordered**

On ordering, a minimum deposit of 50% is required on all goods. Once your deposit has been paid, you have entered into a contract with us and commit to us making your gown for you, any cancellation of this contract will incur a cost of £150 admin fee plus any expenses the shop has incurred in the process of making your gown. We do not offer refunds or exchanges on items that have been made/ordered for you. This does not affect your statutory rights.

Gowns are purchased from the manufacturer on size only.

Dress size ordered is based on the largest of bust, waist or hip measurements, with the exception of some tighter fitting or lace styles that may fit on the bust and waist but are too small on the hip, or fit on the waist and hip and are too small on the bust, this will be agreed with the client and at the discretion of the Bridal Consultant and or the seamstress if relevant. If the client insists on a fit other than recommended, we accept no responsibility if the gown then doesn't fit. Equally, we accept no responsibility for gowns not fitting when collected due to client's increase or decrease in weight or any other reason beyond our control.

All our gowns are made to order; not made to measure. This means we will order a size that is nearest to your measurements. It is likely your gown will not fit perfectly when it arrives, and that it will need some alteration, either in the bust, hip or the length being the most common. Please be aware that all alterations are an additional cost to the cost of the gown and are with a recommended independent seamstress who will charge you independently for her services. You are, of course, free to find your own seamstress if you would prefer.

As soon as your gowns arrives with us we will contact you by telephone, email or letter and request that you make an appointment to try on the gown(s) and pay any outstanding balances within ten days of them arriving with us in store to ensure everything is as it should be. For our brides that have not paid for us to store their dresses we would ask that you take your gowns at this time. An automatic charge of £10.00 will be made if the dresses remain at the shop after the stated ten days without prior consent. If the balance remains unpaid after 10 days. We reserve the right to charge £1 per day in late fees.

Where only a deposit has been paid the full balance of the order value must be paid no later than ten days after the arrival of the order at the shop premises. The option to store your gown is offered by White Lace & Promises at the cost of £50.00 per wedding. This charge covers the storage of your wedding gown and/or Bridesmaid dresses and any accessories purchased from us. (This charge is not an insurance policy and is a service provided and funded by White Lace and Promises. The charge covers the storage, and, if necessary, replacement or repair of damaged goods, compensation will not be given in addition to this.) Whilst your dresses are in our care, we will ensure that: All gowns are transported to and from our recommended seamstress for any appointments you have made with her. In the event of a fire or flood or burglary at the shop, we will replace the goods purchased from us and placed in our care to the best of our ability. Should the exact item/gown/size not be available from the original suppliers in time for your wedding, we will endeavor to provide the nearest size, and cover all alteration costs with our recommended seamstress, or allow you to choose a gown to the same value as a replacement from any supplier. If in the unlikely event your gown/s become damaged or soiled whilst in our care, we will cover costs to rectify the problem in a timely manner. (This does not include the cleaning and mending of sale gowns where the price generally reflects the condition of the gown when purchased but does cover these gowns if they are damaged after purchase and whilst in our care.) In the event you no longer need your wedding gown, we ask that you collect your gown no later than the date given as your wedding date. Charges of £1 per day will be made for storing your dress after your given wedding date.

Goods ordered that are not available from stock take between 9 and 26 weeks for delivery, depending on the designers lead time. We will only be able to give you a rough date of arrival but will contact you as soon as your gown has arrived and been checked and steamed by us.

Gowns requiring extra length or special measurements are subject to a surcharge, carried forward to the customer from the manufacturer, which is not always known until the gown arrives in stock. This will then be added to the cost of the goods.

Exact colours and shades on fabrics and designs on trim, including lace, cannot always be guaranteed. Accessories purchased elsewhere can only be used during fitting of gowns at your own risk. Due to Copyright Laws, photography is not allowed within the store.

Any recommended seamstresses, work independently of this business, and we accept no responsibility for any alterations carried out by that party.

Our exchange/credit note policy does not apply once an item has been altered in any way.

Gowns bought from stock either Sale Gowns or Full price items.

All gowns bought from stock should be paid for in full. If a deposit is left to hold the gown, this becomes non refundable and non transferable if you simply change your mind. If discount is given due to it being a sample gown, the discounted price reflects the condition of the dress, we will not take any responsibility for the cost of any cleaning, alterations or replacement of missing beads etc. and the gown cannot be returned for a refund, exchange or credit note.

In the event of a wedding being cancelled for any reason whatsoever, the balance becomes payable immediately and all goods must be collected. We do recommend that an appropriate insurance policy be taken out in all cases.

In the event you no longer need your wedding gown, we ask that you collect your gown no later than the date given as your wedding date. Charges of £1 per day will be made for storing your dress after your given wedding date.

We do not offer refunds but will exchange or offer a credit note if the item was purchased directly from stock and if it is returned within 14 days in re-saleable condition. (With the exception of jewellery sets with pierced earrings). Your statutory rights are not affected by this.

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).

Your statutory rights are not affected by any of the above.



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