

## **Ordering Bridal Gowns, Bridesmaid Dresses and Prom Dresses**

When ordering any of our dresses we require a 50% deposit of the total amount at the time of the order.

## **Delivery**

Dresses can take from 2 weeks to 24 weeks, you'll be advised of a delivery date once the dress has been ordered.

## **Exchanges and Refunds**

If you order a dress and would like to cancel or change this then you would only lose the deposit amount, you would not be charged for the full amount.

If you do pay for the dress in full at time of ordering and then change or cancel, we can offer a part refund which would be the total price minus the deposit amount.

## **Alterations**

We advise to come into the shop or get in touch regarding alterations no later than 6 weeks before the wedding date, for prom alterations we advise at least 4 weeks before.

Please note that any dress alterations will be an additional charge and will need to be paid for in full before the dress is collected.

Prices start from £15.00 depending on the requirements of the alteration. (For example, bridesmaids hem from £15.00, bridal hem from £50.00, full restructure up to £250.00, this a guideline only and will vary based on the requirements of the dress and customer.)

## **What can you expect from us**

When we order your dress we will take your measurements required by the designers and advise you of the best fit based on your measurements at the time.

If you want us to order a different size to the one we advise then we would ask you to sign a disclaimer to confirm you will not hold us responsible if the dress does not fit.

Your dress will be steamed for you as part of our service a few weeks before your event date.

