

## “Bridal Vault” TERMS AND CONDITIONS

1. Where only a deposit has been paid, the full balance of the order value must be paid at least two Days or on the Fitting Date, whichever is the earlier.
2. Goods ordered that are not available from stock normally take up to 4 weeks for delivery unless a specific time limit is stated in writing on this order.
3. On ordering, a minimum deposit 50% is required on all goods. No alterations can be carried out until the garments and alteration costs are paid for in full. Alteration costs are available on request. Approximate alteration time is 2 weeks. Gowns of our own manufacture are made to complete measurements whilst bought-in gowns are purchased on size only, based on the largest of bust, waist or hip measurements and agreed with the clients.
4. Measurements differences after initial measurement are responsibility of buyer; such as weight gain or extreme weight loss. Bridal Vault is not responsible for purchasing another size dress.
5. 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 etc. at your own risk.
6. We will recommend the amount of alterations to gowns, but if the client insists on a fit tighter than recommended, we will not be responsible. Equally, we accept no responsibility for gowns not fitting when collected due to clients increase or decrease in weight or any other reason beyond our control.
7. If alterations are included, they are to make the dress fit. Does not include additional items such as sleeve addition, making of shawl, bra cups, etc. Bustles are included. Alterations are done off-premise.
8. In the event of a wedding being cancelled for any reason whatsoever, the balance becomes payable immediately and all goods must be collected.
9. 5 working days are required to allow transfers to clear before any items will be released to the buyer except where any balance paid by Bank Transfer is guaranteed by a valid Proof of Payment Document.
10. Where goods are hired, a security deposit is required upon collection of the goods and will be refunded only if the goods are returned in a satisfactory condition by the return date.
11. Hired items should be returned within **7 days** of receipt.
12. The price paid by the customers for some hired garments reflects the fact that they are worn and cleaned on a regular basis and cannot be considered as brand new.
13. The Company will not accept responsibility for the damage to or loss of goods once The Buyer has taken them from The Company’s premises.
14. Nothing in the above shall affect your statutory rights.

Founder of *Bridal Vault*

**Charmaine**

*“Thank You for choosing Bridal Vault”*