

TERMS AND CONDITIONS OF SALE

- We, us or our means Waxflower Bridal; and
- You or your means the person buying goods and services from us.
- Garment means any item or service purchased from Waxflower Bridal.

1. Introduction

- 1.1. If you buy goods and services from us you agree to be legally bound by this contract and any other terms which are discussed and agreed to the extent that they are not in dispute with this contract unless evidenced in writing.
- 1.2. You may only buy goods and services from us for non-business reasons.

2. Ordering goods and services from us

- 2.1. A binding order will be in place once a price has been quoted, the deposit taken and all paperwork signed.

3. The Garment

- 3.1. A made to order garment is any garment that is not purchased 'off the peg' and has to be ordered by us.
- 3.2. The size ordered is determined by the largest measurement; therefore, alterations are typically required.
- 3.3. With a made-to-measure garment the toile is to help achieve the best possible fit. The garment is made from the measurements and shape of the toile directly after the toile fitting. Alterations still may need to be carried out.
- 3.4. Once an order has been accepted and the deposit paid any changes to the order or alterations to the garment will incur a charge including those referred to at 3.2. and 3.3
- 3.5. Repairing any stains or damage that occurs for any reason on a garment during fitting or try-on is the sole responsibility of the customer.
- 3.6. Once the order has been placed with the designer no changes to the garment can be made.
- 3.7. If you wish to cancel an order full payment is still due if any work on the garment has been commenced.
- 3.8. Sample sale pieces are sold as seen, are non-transferable and non-refundable.

4. Delivery of goods

- 4.1. You are responsible for the goods when you collect them from the store, until which point they remain the property of Waxflower Bridal.
- 4.2. If you do not collect the goods and the wedding date has passed, as within our records, any deposits or payments made by you are forfeited.

5. Carrying out of the services

- 5.1. We reserve the right to advise on the fit of any garment and refuse to carry out any alterations that we feel are detrimental to the garment.

- 5.2. Our carrying out of the services might be affected by events beyond our reasonable control. If so, there might be a delay before we can restart the services.

6. Charges and payment

- 6.1. We will let you know the cost of the goods and services and any extra charges to the fullest extent we can when you place an order with us.
- 6.2. A 50% deposit must be paid upon ordering a made to order garment
 - 6.2.1. This deposit is non-refundable; and
 - 6.2.2. Can not be transferred to any other goods or services.
- 6.3. An estimate of the cost of the alternations will be provided at the first fitting. If the final charge is expected to be different to the estimate we will let you know within a reasonable time frame.
- 6.4. Full payment must be made at the time of first fitting for a made to order garment. For all other orders and part orders payment is due in full upfront.
- 6.5. The price of the goods and services quoted at the outset
 - 6.5.1. is in pounds sterling (£)(GBP);
 - 6.5.2. includes VAT at the applicable rate; and
 - 6.5.3. does not include any costs associated with changes or additions requested by the customer for any reason, this includes but is not limited to:
 - (a) cost of different fabric
 - (b) extra train
 - (c) further fitting or alteration costs including those required as a result of weight gain / loss

These costs will be payable in addition to the agreed price at the appropriate time.

7. Limit on our responsibility to you

- 7.1. Except for any legal responsibility that we cannot exclude in law or arising under applicable laws relating to the protection of your personal information, we are not legally responsible for any:
 - 7.1.1. losses that:
 - (a) were not foreseeable to YOU and US when the contract was formed; or
 - (b) any losses, distress or otherwise caused by the garment; or
 - (c) that were not caused by any breach on our part;
 - 7.1.2. Actions by third party seamstresses
 - 7.1.3. Actions by third party cleaners
 - 7.1.4. Liability for you no longer fitting the garment as a result of weight gain / loss, pregnancy or any other reason outside of our control.
 - 7.1.5. Any minor variations or irregularities to the finished garment as a result of the natural vagaries of silk or any other material used.