

BRIDE'S NAME

WEDDING DATE

ADDRESS

CONTACT NUMBER

EMAIL

CONSULTANT

GOWN STYLE / DESIGNER

GOWN COLOUR

## SALES TERMS & CONDITIONS

a) Customers are required to pay a 50% NON-REFUNDABLE deposit on the date of ordering all bridal gowns, bridesmaids gowns, proms and accessories

b) No goods may be removed from the premises until full payment of the order has been fulfilled. In cases where a cheque is paid, goods will not be released until the cheque has been cleared by the bank, which could take up to ten working days unless it is supported with a valid cheque guarantee card to the value of the amount required.

### **ALL GOWNS REMAIN THE PROPERTY OF Novo Bridal UNTIL PAID FOR IN FULL**

c) Customers should retain their sales contracts, and any other receipts as proof of purchase, and be sure to have read these TERMS AND CONDITIONS notice and fully understand its requirements. STORE NAME has such terms to protect its business regardless of your circumstance.

d) All items purchased are non-returnable/refundable.

### **CANCELLATION OF ORDERS**

a) Customers who cancel their sales contract are NOT entitled to a refund of ANY monies already paid up to and including the cancellation date. Please be aware that once gowns are ordered minimum cancellation periods from suppliers apply to Novo Bridal, and under NO circumstances can this be changed. Dress orders will still have to be paid for in FULL if the wedding is cancelled for whatever reason, costs will still be incurred to the suppliers and to Novo Bridal – regardless of ANY circumstance.

SALE GOWNS/ACCESSORIES BOUGHT CANNOT BE RETURNED OR ANY MONIES REFUNDED. SOLD AS SEEN.

b) For reasons of hygiene ALL accessories (tiaras, hair slides, fascinators) – including shoes, which have been removed from the premises once paid for cannot be refunded or exchanged.

c) Shoes ordered for sizing must be tried on in-store so they can be exchanged in the condition received and within the time period set by the supplier if another size/style is required.

### **SIZING**

a) Gowns are ordered in standard sizes. Please be aware that gown sizes are different from that of high street sizes.

Please note: Gowns are MADE TO ORDER, AND ARE NOT MADE TO MEASURE! After the sales, order contract has been signed and order placed, Novo Bridal CANNOT AND WILL NOT accept any responsibility in respect of any changes which may occur in the Customers size and body shape.

### **ALTERATIONS**

a) The price of garments EXCLUDES all costs in respect of alterations or fitting work howsoever this service is provided.

b) Regrettably, Novo Bridal cannot provide an exact delivery date for garments, but customers can expect their First fitting to be normally carried out approximately 4 weeks before the wedding unless the sales order is for a 'SHORT ORDER' or late order, in which case first fittings may be carried out during the week of the wedding and possibly even the day before.

c) Gowns are designed to be worn with underwear, a suitably structured bra/lingerie is advisable but at the customers personal choice.

d) It is ESSENTIAL that customers bring their wedding shoes and any underwear being worn on the wedding/prom day to their fitting appointments.

e) Novo Bridal offers a fitting and alterations service, but it is an independent service to the shop provided by a fully experienced and competent alterations specialist. Fittings and alterations works may be carried out elsewhere if required, customers are not obliged to use the services provided by Novo Bridal.

f ) Customers are asked to settle any balance due by the date of the gown arriving in-store before alterations are carried out. An email or phone call will be sent to inform the customer of the gowns' arrival instore. Balances MUST be settled BEFORE the date of the first fitting at the very latest. No fittings will be carried out on gowns that are not fully paid for by the date required.

g) Customers are asked to make themselves available for all fittings and alterations when reasonably required and should be prepared to attend for at least four fittings.

h) After the sales order contract has been signed and order placed, Novo Bridal CANNOT AND WILL NOT accept any responsibility in respect of any changes which may occur in the Customers size and body shape.



Please note: if customers have a significant change in body shape or weight following the sales order being placed, it is their responsibility to inform Novo Bridal as soon as possible. It is not policy to take in gowns by any more than one dress size (maximum 2") as this could adversely affect the style and look of the gown. It is at the customers' risk if more than this is required to be taken in.

Letting out of all gowns is also not advisable, and is at the risk of the customer should they decide on this requirement for their gown. Advice taken from the alteration specialist is also taken at the customers' own risk and personal choice, the specialist cannot be held responsible for any decisions made about the alteration of any garment which is deemed unsatisfactory after any alterations are completed if the customer requested them.

i) Fitting days may be restricted to certain days due to the nature of the specialist being independent to the store, customers will be advised on booking their fittings as to when the specialist is available, every endeavour will be made to accommodate the customers' requirements.

j) Customers are advised that if they do not require the alterations service provided in-store and wish to take their garments elsewhere that they inform the store as soon as they have decided, as novo bridal will not be held responsible for alterations having to be done by another specialist too close to the wedding date.

k) Any gowns purchased from another store and brought to be altered at Novo bridal will incur a fee of £5.00 per Bridesmaid and £25 per wedding Gown. Gowns can be steamed at the customers' request, at their own risk.

#### **NON-COLLECTION OF GOODS**

a) If customers do not collect their goods within 3 months of the wedding date then the contract will be deemed cancelled without any further notification and any monies paid will not be refunded. Gowns will be put into the shops stock to be re-sold.

#### **COLOUR MATCHING**

a) Novo Bridal is not able to guarantee the colour matching of individual bridesmaids unless the order for all garments is placed all on the same order date. Colour matching is more difficult when garments are ordered at different dates there will be a better chance that all the garments will match if cut from the same fabric roll.

b) Novo Bridal is unable to guarantee fabric swatch matches with instore garments due to fabric changes. Swatches should be regarded as an indication only. This applies to all fabrics, laces, beading, and any other trimmings or embellishments.

c) Shoe dyeing service – customers should be aware that certain shoes will not be suitable for this service. Novo bridal is not responsible for the results/colour match of any shoes dyed against any advice given.

#### **LIABILITY**

a) Should the store breach its obligations under this agreement, its liability is limited to any direct loss incurred by the customer arising from such breach. The store will NOT be liable for any breaches caused by circumstances outside Novo Bridal' control, including, but not restricted to acts of God, war, riot, terrorism, malicious damage, fire, flood or storm.

THE TERMS AND CONDITIONS OUTLINED ABOVE DO NOT IN ANY WAY AFFECT THE CUSTOMERS STATUTORY RIGHTS.