



## **Terms and Conditions**

### **Payments, Delivery, Cancellations and Return Policy**

#### **Payments**

The customer will need to pay for the dress, veil or hair accessory in pounds sterling via debit/credit card or cash. The ownership of goods being sold by Grace to a customer does not pass to the customer until Grace has received payment in full with clear funds. The purchaser is required to pay 50% up front to secure their dress order with the remaining half payable on collection. All other goods shall be paid in full at time of purchase.

#### **Collection**

New dresses, hair accessories and veils have an order lead time which can be up to 18 weeks, depending on supplier. Whilst Grace will use all reasonable endeavours to execute each order within the timescale above, Grace shall not be liable for any delay by the supplier/designers.

The purchaser shall inspect the goods upon receipt in Grace's boutique and shall notify Grace on receipt if the goods are damaged. If the purchaser fails to do so she/he shall be deemed to have accepted the goods.

#### **Alterations**

The first minor alteration to your dress will be paid for by Grace, with the exception of changes to hem/train length. i.e. the minor reduction or increase of main seams. However, in the event that you significantly lose or gain weight, and your dress requires greater work, this alteration will be charged to you.

#### **Cancellations**

To cancel your order you have to provide us with official notice via letter or email to [info@graceofwestcott.com](mailto:info@graceofwestcott.com) or **Grace, 6 Guildford Road, Westcott, Surrey RH4 3NR** within 3 working days of placing the order. When cancelling your order, please enter the date of your order and reference number, as well as full contact details. On receipt of your cancellation we will acknowledge this and refund your deposit accordingly. If paid by credit card you will incur a 2% charge. This charge is not applicable to any debit card payments. If you wish to cancel your order after the 3 day period, you will be liable for the purchase price of the dress. If you fail to pay the full amount we will take legal action accordingly.