

Rosedene Bridal Terms & Conditions:

We endeavour to do everything possible to make sure your experience with Rosedene Bridal is a happy and stress-free one, but kindly read our Terms & Conditions which you are bound by.

- ❖ Dresses will be ordered in the sizes and colours as agreed at the time of ordering and a 50% non-refundable payment will be required to place your order into production with our manufacturers.
- ❖ Your order and payment receipt will be confirmed by e-mail, please advise us **immediately** if anything is incorrect as it cannot be changed or altered in any way (but can be added to) once in production.
- ❖ In the unlikely event of us not being able to fulfill your order, we would refund any payment in full.
- ❖ All "Made To Order" dresses have a timescale to be made for you & delivered to our premises. Whilst we endeavour to meet those timescales, it is your responsibility to ensure that there is sufficient time for any alterations to be carried out (we would always recommend a minimum of 8 weeks before your event).
- ❖ We cannot be held responsible if any sizes have changed from those taken at the time of ordering, if a client requested a different size from that indicated by her measurements, or if you supplied the measurements to us.
- ❖ Final payment will be due when your dresses arrive here. All items remain our property until full payment has been received which must be within 7 days from invoice date.
- ❖ There are strictly NO refunds on custom ordered items, in line with the 'Sale of Goods' act. Any discontinued, sale or "off-the-peg" items cannot be returned or refunded as they are reduced to clear.
- ❖ We have basic insurance cover but would highly recommend that you take out a specialist "Wedding Insurance" to ensure that all your dress(es) and accessories are fully covered.
- ❖ All dresses are checked and pressed here and any faults or marks will be notified to you immediately.
- ❖ Your appointment to try your dress(es) on here and collect, will allow you to fully inspect your order and raise any concerns at that time. We will always offer solutions to any concerns that you might have at that appointment.
- ❖ By removing your dress(es) from our premises, you are confirming your complete satisfaction with your order.
- ❖ We have no connection with any dressmakers that we suggest it is purely to assist and does not imply any guarantee of their workmanship, but please let us know if you have any problems with a dressmaker as we can often offer a solution.

Having run Rosedene Bridal for 20 years you are getting my experience and my knowledge - which I hope will always give you the best experience! Have a magical wedding day and thank you for making me part of it.

Kind regards, Debbie

April 2023