

Elegance Couture - Frequently Asked Questions (FAQ)

About Elegance Couture

1. What is Elegance Couture?

Elegance Couture is a premium fashion brand dedicated to creating timeless, high-quality clothing and accessories for modern individuals. Our collections blend classic elegance with contemporary trends, offering something unique for every occasion.

2. Where is Elegance Couture based?

Our headquarters is located in Paris, France, but we ship worldwide to bring our designs to fashion enthusiasts everywhere.

3. What makes Elegance Couture unique?

We pride ourselves on:

- **Sustainable Practices:** We use eco-friendly materials and ethical production methods.
 - **Handcrafted Quality:** Each piece is meticulously crafted by skilled artisans.
 - **Timeless Designs:** Our collections are designed to remain stylish for years to come.
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Products

4. What types of products does Elegance Couture offer?

We offer a wide range of products, including:

- Women's and men's clothing (dresses, suits, blouses, trousers, etc.)
- Accessories (handbags, scarves, belts, and jewelry)
- Seasonal collections (spring/summer, fall/winter)

5. Are Elegance Couture products sustainable?

Yes! We are committed to sustainability. Our products are made from eco-friendly materials like organic cotton, recycled polyester, and ethically sourced leather.

6. Do you offer plus-size or petite options?

Yes, we believe fashion should be inclusive. Our collections include a range of sizes, from petite to plus-size, to ensure everyone can find their perfect fit.

Orders & Shipping

7. How can I place an order?

You can place an order directly on our website www.elegancecouture.com or visit one of our flagship stores.

8. What shipping options are available?

We offer standard and express shipping options. Delivery times vary depending on your location:

- Standard Shipping: 5–7 business days
- Express Shipping: 2–3 business days

9. Do you ship internationally?

Yes, we ship to over 100 countries worldwide. Shipping costs and delivery times vary by destination.

10. Can I track my order?

Absolutely! Once your order is shipped, you'll receive a tracking number via email to monitor your package's progress.

Returns & Exchanges

11. What is your return policy?

We offer a 30-day return policy. If you're not satisfied with your purchase, you can return it in its original condition for a full refund or exchange.

12. How do I initiate a return or exchange?

To initiate a return or exchange:

1. Log in to your account on our website.
2. Go to the "Orders" section and select the item you wish to return.
3. Follow the instructions to print a return label and send the item back to us.

13. Are there any items that cannot be returned?

For hygiene reasons, we cannot accept returns on:

- Underwear
 - Swimwear (unless unworn and with tags attached)
 - Personalized or customized items
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Payment

14. What payment methods do you accept?

We accept the following payment methods:

- Credit/Debit Cards (Visa, MasterCard, American Express)
- PayPal
- Apple Pay
- Google Pay

15. Is my payment information secure?

Yes, we use industry-standard encryption to ensure your payment information is safe and secure.

Care & Maintenance

16. How should I care for my Elegance Couture products?

Each product comes with a care label containing specific instructions. In general:

- Wash delicate items by hand or on a gentle cycle.
- Dry clean suits and formalwear.

- Store accessories in a cool, dry place.

17. Do you offer repair services?

Yes, we offer repair services for damaged items. Please contact our customer support team for assistance.

Customer Support

18. How can I contact Elegance Couture?

You can reach us via:

- **Email:** support@elegancecouture.com
- **Phone:** +33 1 23 45 67 89 (Monday–Friday, 9 AM–6 PM CET)
- **Live Chat:** Available on our website during business hours.

19. Do you have a loyalty program?

Yes! Join our **Elegance Club** to earn points on every purchase, receive exclusive discounts, and get early access to new collections.

Wholesale & Partnerships

20. Can I become a retailer for Elegance Couture?

We're always open to partnerships! Please email us at wholesale@elegancecouture.com with your business details, and our team will get back to you.

21. Do you collaborate with influencers or bloggers?

Yes, we love collaborating with fashion influencers and bloggers. Reach out to us at collaborations@elegancecouture.com with your portfolio and ideas.