

## Made-to-Own Terms

These terms apply to all *Made-to-Own* (pre-designed “To-Own Collection” and *Custom Creations*) gown orders.

Please note that **purchases are not made through a direct “click-to-buy” process on our website**. All orders are coordinated personally through our **official Mystical Wardrobes accounts on Instagram or Facebook**, where our customer service team will assist you, confirm details, and provide major updates regarding your order’s progress.

Our website serves primarily as a **catalogue and pricing reference** for transparency. Official bookings, payments, and order updates are **handled exclusively through our direct communication channels** on Instagram or Facebook.

By placing an order, paying a down payment, and/or approving a design, the client (“You”) agrees to the terms below.

## 1. Orders & Design

### Summary Comparison

Aspect	To-Own Collection	Custom Creations
What it is	Choose from existing MW designs; each gown is newly crafted per order (fabric availability may lead to minor variations)	Bespoke design based on your mood boards, photos, theme, and event details

<b>Revisions</b>	Minor size adjustments only	One finalized concept; minor tweaks after approval; <b>major changes</b> = new order & new fees
<b>Output</b>	A new piece following the chosen design (crafted as close as possible to the original style)	A unique design produced for you per agreed concept

## 2. Fabrics & Materials

- For *Made-to-Own* gowns, certain fabrics, trims, or embellishments may occasionally become unavailable due to limited stock or supplier changes. In such cases, Mystical Wardrobes will source the closest possible alternative that preserves the approved silhouette, structure, and overall design of the gown. As each piece is handcrafted and materials are individually sourced, slight variations in shade, texture, or embellishments may naturally occur, but every gown will remain closer to the approved look and quality standard.
- Minor variations in fabric type, lace patterns, or embellishment details may occur, but the final piece will uphold the same design direction and craftsmanship quality approved by the client.

### Material Variation Guide

Item	What to Expect
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<b>Color/Tone</b>	Dye lots and lighting can cause subtle differences
<b>Lace/Appliqué</b>	Patterns may vary within the same style family
<b>Embellishments</b>	Beads/sequins may have minor variance in shape/finish
<b>Fabric Availability (Made-to-Own)</b>	Certain fabrics or trims may be discontinued or out of stock. Closest available alternatives will be used while keeping the same structure and overall design.

### 3. Booking & Timelines

- **To-Own Collection:** typical **production lead time is 1–2 months** (excluding shipping).
- **Custom Creations:** typical **production lead time is 2–3 months**, depending on complexity and sourcing.
- Final timelines are confirmed during booking. **Rush orders** may be accepted **subject to approval and additional fees**.
- *Lead time refers to the gown's production period before dispatch or delivery. Shipping and transit times vary by location and are not included in the stated lead time.*

### Lead-Time Guide

Order Type	Standard Lead Time	Rush Option	Notes
To-Own	1–2 months ( <i>production time only</i> )	Case-to-case	Dependent on stock/queue
Custom	2–3 months ( <i>production time only</i> )	Case-to-case	Dependent on complexity/sourcing

## 4. Payment & Confirmation

- A **50% down payment** confirms the order and allows production or material sourcing to begin.
- An order is considered final only after MW **officially acknowledges** your payment via our channels.
- **Payments are strictly non-refundable**, as each gown is custom-made and materials are ordered specifically for your piece.
- The **remaining balance** must be settled **before pickup or dispatch**.
- Once any payment has been made, the amount **cannot be refunded or reallocated**, even if the gown is not yet completed, released, or collected.
- Failure to complete payment or claim the gown by the advised release schedule forfeits the client's rights to any refund or ownership. **Unclaimed gowns may be forfeited after written notice, with Mystical Wardrobes retaining ownership of the item.**

### Payment Stages

Stage	Amount	Notes
Order Confirmation	50%	Non-refundable; production/materials may begin
Release	50% balance	Must be fully paid prior to collection/shipping

## 5. Shipping & Delivery

- MW assists in arranging shipping, and the **client shoulders all shipping costs** through third-party couriers (e.g., Lalamove, LBC, DHL, Grab).
- Once the gown has been handed over to the courier, **responsibility for any loss, damage, or delay transfers to the client.**
- MW may help with basic coordination or follow-up when possible, but **is not liable for courier-related issues.**

## 6. Cancellations & Changes

- Orders **cannot be canceled** once production has started or materials have been purchased.
- **Minor** changes after concept approval may be allowed and can affect timelines. **Major** changes/new directions require a **new order** with new fees and timelines.

## 7. Ownership & Usage

- Gowns are produced for and released to the ordering client.
- MW may **photograph and showcase** gowns for marketing (website, social media, portfolio)

- Unless **exclusive rights** are agreed **in writing**, designs/patterns/concepts may be **recreated** or reinterpreted for future collections.

## 8. Sizing & Alterations

- **Studio fittings:** MW staff will take your measurements during in-person appointments.
- **Remote clients:** You are responsible for providing accurate measurements (guidance available upon request).
- MW is **not responsible** for incorrect fits based on client-provided measurements. **Post-delivery alterations** (if any) are the **client's responsibility** and are not included in the order price.

## 9. Client Responsibilities

Please:

- Provide accurate measurements, clear deadlines, and timely design inputs.
- Attend scheduled fittings (if any) and respond promptly to design/material approvals.
- Follow agreed payment schedules; delays may change timelines or result in order cancellation.

## 10. Quality & Craftsmanship

- Each gown is handcrafted to the **agreed specifications**.
- Minor artisanal variations are natural.
- MW releases gowns **free from major defects** at hand-off (e.g., holes, unsewn seams affecting wearability).

## 11. Liability Disclaimer

- Products are provided “**as is**” and “**as available.**”
- MW is not liable for courier delays, misuse, or incidental matters (e.g., fabric sensitivity, color transfer, wear-and-tear due to improper use).
- After pickup/dispatch, clients assume full responsibility for the **use and care** of the gown.

## 12. Privacy & Communication

- MW collects minimal personal data (name, contact details, measurements) to process orders, fittings, and deliveries per our Privacy Policy.
- By ordering, you consent to receiving **order updates** and **marketing messages** via official channels. You may opt out of marketing anytime.

## 13. Governing Law & Dispute Resolution

- These terms are governed by **Philippine law**.
- Parties will first pursue **good-faith discussion or mediation** before legal action.

I want you to structure my "Made to Own Terms", this will be a guide for people who wants to avail Made to Own Gowns. I attached a file named "Rental Terms", structure my Made to Own terms to look like this so that my terms are uniform in terms of formatting. Below are all the details that needs to be included in the Made To Own terms:

### 1. Orders & Design

To Own Collection: Choose from our existing gown designs. Each gown is newly crafted per order. Minor size adjustments may be made.

Custom Creations: Share your design inspirations (mood boards, photos, event details). Our design team will finalize a concept with you. Once approved, only small revisions are allowed. Major changes will be treated as a new order with new fees.

### 2. Fabrics & Materials

Slight variations in shade, texture, or embellishments may occur due to material availability and the handmade process.

If a specific fabric or material is unavailable, we will source the best possible alternative that fits your chosen design.

### 3. Booking & Timelines



To Own Collection: Typically 1–2 months production time.

Custom Creations: Typically 1–3 months depending on complexity.

Timelines are confirmed during booking. Rush orders may be possible with extra fees.

#### 4. Payment & Confirmation

A 50% non-refundable downpayment is required to confirm an order.

An order is only final once Mystical Wardrobes officially acknowledges your payment.

All payments are non-refundable, especially once production begins or materials are purchased.

The remaining balance must be paid in full before collection or shipment. Unpaid orders may be forfeited.

#### 5. Shipping & Delivery

Clients arrange and pay for shipping through third-party couriers (e.g., Lalamove, LBC, DHL).

Once handed to the courier, the responsibility for loss, damage, or delay transfers to the client.

## 6. Cancellations & Changes

Orders cannot be canceled once production has started.

Only minor design changes are allowed after approval. Major changes require a new order.

## 7. Ownership & Usage

All gowns are made for the specific client who placed the order.

Mystical Wardrobes reserves the right to photograph and showcase gowns for marketing.

Designs may be recreated in future collections unless exclusive rights are agreed upon in writing.

## 8. Sizing & Alterations

For studio fittings, we take your measurements. For remote clients, it is your responsibility to provide accurate sizes.

Mystical Wardrobes is not responsible for incorrect fits if based on client-provided measurements.

Post-delivery alterations are the client's responsibility.

## 9. Client Responsibilities

Clients agree to:

Provide accurate measurements, deadlines, and design inputs on time.

Attend scheduled fittings, if applicable, and respond promptly to design or material approvals.

Follow agreed payment schedules.

Delays in information or payment may cause timeline changes or order cancellation.

## 10. Quality & Craftsmanship

Each gown is carefully handcrafted and made to agreed specifications.

Minor variations are natural in handmade items.

We ensure the gown is free from major defects (e.g., holes, unsewn seams).

#### 11. Liability Disclaimer

Products are provided “as is” and “as available.”

Mystical Wardrobes is not liable for damages caused by courier delays, misuse, or incidental issues (e.g., fabric sensitivity).

Clients assume full responsibility for use and care of the gown.

#### 12. Privacy & Communication

We collect basic personal data (name, contact details, measurements) only to process orders and deliveries.

By ordering, you consent to receiving updates and marketing messages from Mystical Wardrobes.

Please see our Privacy Policy for full details.

### 13. Governing Law & Dispute Resolution

These terms follow Philippine law.

Disputes will first be resolved through good-faith discussion or mediation before legal action.