

## DELIVERY & RIDER BOOKING POLICY

*(For Metro Manila & Greater Metro Manila clients)*

To ensure faster and smoother deliveries, please take note of our updated process:

### RIDER or 3RD PARTY PICKUP

- Clients **will book their own rider** for both delivery and return.
- If you're unable to book, message us—**we'll guide you or assist if needed**
- Delivery/Return Details (Required)
  - Even if the client books the rider, the client is still **required to submit the pickup and delivery details** in advance **for record purposes**

### CLIENT PICKUP

- Clients may personally pick up the gown at our location (by appointment).
- **Pickup is first confirmed by our team** once the items are ready.
- Upon pickup, the client (or authorized representative) must sign the Release Logbook.
- Please do not arrive without confirmation, as packing and release are scheduled.

***Mystical Wardrobes may take over rider booking only when necessary to maintain delivery schedules or timelines.***

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### Standard Delivery & Return Windows (Metro Manila)

- Delivery dispatch: 3:00 PM – 5:00 PM — Please message us first before booking or pickup so we can confirm the pickup is ready.
- Return pickup: 8:00 AM – 9:00 AM (strict) — Please book **strictly within this window**, unless we specifically advise an **earlier pickup** or a different arrangement.

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### Delivery Updates

If Client Pick-up

- You may **personally inspect the gown's condition** before release.
- Please sign the Release Logbook to confirm all items were received complete.
- Provide the following details upon pickup:
  - Gown name
  - Client/Account name

If 3rd-Party Rider (Lalamove / Grab / etc.)

- We will send a packing photo before dispatch.
- Upon receiving the items, the client is required to immediately check and confirm that all items are complete.
- The rider must know the following details:
  - Gown name
  - Client/Account name

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### Return Process

Return pickup window: 8:00 AM – 9:00 AM (strict)

- Please book your return pickup within this window, unless we specifically advise an earlier pickup or a different arrangement.

Upon return, please provide:

- Gown name
- Account name / Client name

So we can mark the item as returned in our system.

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#### Important Notes

- Deliveries are sometimes done in batches, so a Lalamove link may not always be available.
- We are not liable for delays, weather disruptions, or courier issues, but we will assist in coordinating if needed.
- Status updates will be provided instead.
- **Delivery addresses must be finalized** at least **2 days before** the delivery date.  
Address changes requested within **2 days** of the delivery date cannot be accommodated because shipping details are already scheduled and recorded.
- **Shipping fee** is based on Lalamove Priority Rate (or agreed rate).

#### Policy Note:

- Failure to follow booking windows and coordination timelines may result in delays that can affect the next renter. Mystical Wardrobes will not be liable for delays caused by late booking or unconfirmed coordination.

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This updated process allows faster dispatch and avoids delays caused by centralized booking.