

## Our Store Policies:

- Sixty percent (60%) deposits are required on any special order item. Some discount programs have other deposit requirements.
- All deposits are non-refundable. All sales are final.
- If the invoice is paid in full at time of ordering merchandise, the total amount is considered a deposit and is therefore non-refundable.
- The balance is due before merchandise can be picked up and removed from the store. Merchandise that goes unpaid for 30 days may become permanent property of The Bridal Suite and may be disposed of.
- Customers may refuse any damaged special-order merchandise within ten (10) days after The Bridal Suite receives the shipment. If the customer does not inspect the merchandise within ten (10) days they forfeit the right of refusal. Brides may inspect, pay for and pick up items for their bridal party.
- Customers who are not measured by a Bridal Suite Sales Consultant, Seamstress or who phone in their measurements will not make any claims against The Bridal Suite or its employees and vendors if the merchandise arrives and does not fit correctly. Additionally, it is not the responsibility of The Bridal Suite to provide alterations to merchandise that has a sizing issue as a result from not being measured by The Bridal Suite or phoning in incorrect measurements. Additionally, clients that change size after an order is placed will be responsible for alterations.
- Due to storage constraints, if for any reason the event is cancelled, merchandise will remain in storage for ninety (90) days after the event date indicated on the invoice and a storage fee of thirty dollars (\$30.00) a month will be charged to the invoice from said date. If the merchandise has not been picked up and the balance paid within the ninety (90) day period, the merchandise will be disposed of and no claims for refunds of deposits or replacements of merchandise may be made against The Bridal Suite.
- In the event that an order is phoned in, The Bridal Suite will verbally relate these terms to the customer and write PHONE to denote the customer's agreement to these terms, and therefore said terms will be binding. A copy of the terms may be sent to the customer.
- By signing one (1) invoice, these terms will apply to all future invoices in the name of the customer regardless if they are signed.
- In the event that a client orders multiple items for individual customers (i.e. a bride for her bridal party), the individual signs and agrees to the terms listed within the invoice for all parties involved.
- Customers hiring The Bridal Suite to have gowns preserved have thirty (30) days to pick up the merchandise once it returns to The Bridal Suite. The Bridal Suite will charge a storage fee of thirty dollars (\$30.00) a month for gowns not removed, beginning on the thirty-second (32<sup>nd</sup>) day.
- Alterations need to be paid in full directly to the seamstress.
- Alteration prices are subject to change and are at the discretion of the seamstress.
- Alterations are non-refundable.

-By taking merchandise from the store property the customer agrees that the item and all alterations are satisfactory and will not make claims against The Bridal Suite and/or its employees and vendors. The Bridal Suite strongly suggests that you try the garment on before you leave the store.

-Customers will agree, by signing their invoices, to the Binding Arbitration Program of the Better Business Bureau, which precludes any other legal action.

-A thirty dollar (\$30.00) administrative fee will be applied to all invoices with returned checks.