

TERMS AND CONDITIONS OF SALE

PLEASE READ THESE TERMS AND CONDITIONS TO ENSURE FULL UNDERSTANDING OF THIS AGREEMENT

Seller: Crystal Bows Ltd

- A 50% deposit is required at the time of placing the order: the balance is due for payment on delivery of the gown to the company. The balance must be paid within 21 days. The customer will be notified when the gown has arrived in writing via email or letter. The price of the gown does not include alterations.
- In cases where the balance is settled by cheque, the order will not be processed or completed until the cheque has been cleared.
- The goods shall remain the property of the Seller until such time as the Goods are paid in full and final payment has been made.
- No goods may be removed from our premises until the full balance of the order has been settled.
- The Seller may from time to time offer Goods for sale, which are ex-samples and will be displayed as such or as sale Goods and may not be in perfect condition. The Purchaser should check that the goods are of a satisfactory use for their requirement. All sale goods are sold as seen and are non-refundable. All goods must be checked before leaving the premises. Once the Goods have left the premises we will not be liable for any defects or discrepancies subsequently discovered.
- All sale dresses must be paid in full at the time of purchase.
- Exact colours and shades on fabrics and designs on trims including lace cannot always be guaranteed.
- Due to Copyright Laws, photography is not allowed within the store.

Delivery:

- An estimated date quoted for delivery of the goods is approximate only and the Seller shall not be held liable for any loss suffered by the Purchaser due to circumstances beyond the Seller's control. The Purchaser should allow sufficient time for the goods to arrive to allow them to try on and adjust if necessary.

Cancellation:

- In the event of cancellation of any order the cancellation will be accepted however the remaining balance becomes payable immediately and the deposit will also be forfeited.
- Please note that once the order is taken and the deposit has been paid the deposit becomes non-refundable.
- Please note that once the garment has been ordered these cannot be returned except where your statutory rights apply.
- In the event of a wedding being cancelled for any reason, the balance becomes payable immediately and the goods must be collected.

Measurements:

- The company cannot accept any responsibility for any changes which may occur to the customers' body shape, size or height. The company will not accept any responsibility for gowns not fitting due to a customer's increase or decrease in weight or any other reason beyond the company's control.
- If the customer insists on a fit tighter than recommended by the Seller, the Seller cannot be held responsible for the finished fit of the garment.
- Measurements will be taken at the time of order by the Seller and these will be forwarded to the relevant supplier.
- The customer will render all reasonable cooperation to the Companies in connection with fitting and measurements.

Alterations:

- Alterations are NOT included in the cost of the Gown all alterations will be charged separately and are additional to the cost of the Gown.
- The remaining 50% balance of the order should be settled upon arrival and notification of the goods before any alteration can commence (no credit can be given on the balance).
- For all dress alterations you must wear the shoes and underwear garments you intend to wear on the wedding day.

Collection of Goods:

- The Purchaser shall pay for the Goods within 21 days of being notified that the goods have arrived. The Seller shall notify the Purchaser in writing via letter or email when Goods have arrived.
- As the goods are specific to customers' requirements it is the responsibility of the customer to inspect the goods prior to removing them from the premises, once the customer has left the premises it is deemed that the goods have been accepted.
- If the Purchaser doesn't collect goods within 14 days of the agreed date of collection then the goods will be returned to stock for resale and all monies pertaining will be forfeited. The collection date will be agreed in writing between the Seller and the Purchaser at the time the order is placed.

Storage:

- It is recommended that any bridal gown is kept out of direct sunlight.

Complaints:

- Any complaint regarding goods or service must be confirmed in writing within 48 hours of purchase
- The terms and conditions of this agreement do not affect your statutory rights
- It is always recommended to take out wedding insurance