

TERMS & CONDITIONS

1. These terms

1. What these terms cover. These are the term and conditions on which we (Satin Bow) supply products to you (the customer). The latest version is always available on our website (www.satinbow.co.uk) or you may ask for copy in-store.

2. Why you should read them. Please read these terms carefully before you place an order with us. As these terms will form a part of our legally binding contact.

3. Writing includes emails. When we use the words writing of written in these terms this includes emails.

2. Our contracts with you

1. How we will accept your order. our acceptance of your order will take place when you have paid an agreed deposit. At this point a legally binding contact will come into existence between you and us.

2. If we discover the items ordered. Are not available due to discontinuation, unavailability, or any other reason that would make it impossible for us to fulfil your order, then you will be entitled to your money back, we will not be held liable for breach of contract or compensation.

3. Nobody else has any rights under this contract. this contract is between you and us. No other person shall have any rights to enforce any of its terms.

4. Deposits are non-refundable. the deposit cannot be transferred to another person or item. This does not affect your statutory rights.

3. Cancellations.

After your order has been placed by us and a deposit as been paid. We do not accept cancellations of your order for whatever reason and any monies paid will not be refunded. Failure to pay for your products in full will be considered a breach of this contract and we reserve our rights in this respect. Please make sure any good purchased are suitable for your requirements as we will be unable to refund or replace such articles that are returned as unsuitable or do not fit. Any items cancelled after an order has been placed with us will be subject to the full amount being immediately payable. We strongly recommend insurance is taken out for such unforeseen circumstances.

4. Product descriptions and measurements

1. Making sure measurements are accurate. Once measurements and sizing have been taken for your order, we will not be held responsible for any weight loss/gain or any other changes in your measurements and sizing (for example due to pregnancy). If your measurements and sizing change it will be your responsibility to notify us. In which case we will confirm if we are able to make further alterations prior to delivery and what the estimated additional costs will be. We will measure each person for each order and advise on the size to be order. if the bride or bridesmaids are not happy with the sizing, they must inform us at the time of order. we will not be responsible for any sizing discrepancies after this time. If a bride or bridesmaid defer being measured to a later date, it will be the customer's responsibility to ensure that such measurements are taken in good time for the products to be ordered and delivered in time.

2. Alterations. No alterations are included in the price, and these will therefore be at an additional cost.

3. Under garments. We will not be responsible for any issue relating to unsuitable underwear being worn which may affect the structure of the dress or shoes that may damage or affect the length of the dress.

4. products may vary slightly from their pictures. The images of the products in any promotional materials are for illustrative purposes only. Although we have made every effort to display the colour accurately online, we cannot guarantee that a device's display of the colours or the printed pictures in our brochure accurately reflects the colour of the products. In respect to samples, these are provided to as a guide, and we cannot reflect the colour of the product. Products may therefore vary from images or samples. Please note that colours can appear different depending on the lighting conditions.

5. Guidance. Where we provide guidance in the choice of design, size, colour and measurements we do so without any liability. All dresses, unless stated otherwise, are ceremonial dresses only and are to be used for ceremonial purpose only. We will not be held liable for claims for loss or damage to garments that may occur after the marriage ceremony. Any claims for loss, damage will be forensically investigated at our expense.

5. Providing the products.

1. During the order process. We will let you know an estimated time frame of when we will provide the products to you. Please be aware unless fixed date for delivery has been agreed in writing. We will provide you with an estimated delivery date, taking account of the complexities of any alterations to be made to the product and the location the product is being sourced from. We will make every attempt to work within this delivery date, though we will keep you notified of any delays. By way of guidance only, products that are not in the stock typically can take up to 6 months to arrive and can take longer during peak periods. If an order is placed late the item may not arrive until a few days before the wedding.

2. We are not responsible for delays outside our control. If our delivery of the products is delayed by an event outside our control, then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay in that we cannot fulfil the contract by the date of your wedding, you may contact us to end the contract and receive a refund of any products you have paid for but not received.

6. price and payments.

1. you own the products. Once we have received the payment in full.

2. Storage costs (if applicable). Under the term of our insurance policy, we will provide free storage of your dress for 3 calendar months from the date that it arrives in store (or sample dresses from the date of purchase). After this time a one-off storage fee of £75 will apply to cover storage up until the customer's wedding date as advised on this contract.

3. Liability during storage of products. In the unlikely event that customers paid for products are lost or damaged, due to fire, flood or theft, whilst on our premiss we shall only be responsible for reimbursing the retail costs of such products.

4. Abandoned goods. If there is an accumulation of 3 or more months unpaid storage fees, then we will class this as abandoned goods, products classed as abandoned will result in the customer automatically losing ownership of such items.

7. If there is a problem with the product.

1. How to tell us about problems. If you have any questions or complaints about the product, please contact us. You can telephone us at 01727845586 or write to us at 62 Holywell Hill, St Albans AL1 1BX or via email info@satinbow.co.uk.

2. Reporting fault claims. We hope your product is as expected and without fault. Please contact us as soon a fault is noticed. We will deal with the matter as soon as possible and in accordance with your legal rights.

3. third party services. We shall not be responsible for any services provided by a third party, whether such third party was recommended by us.

8. How we may use your personal information.

How we will use your personal information. Please see our privacy policy outlining how we will obtain and process your personal data.

9. Other important terms.

1. Which laws apply to this contract and where you may bring legal proceedings. These terms are governed by English law under UK jurisdiction.

2. Alternative dispute resolution. Alternative dispute resolution is a process where an independent body considers the fact of a dispute and seeks to resolve it, without you having to go to court. If you are not happy with how we have handled any complaint, you may want to contact the alternative dispute resolution provider we use. You can submit a complaint to RetailADR via their website at www.retailadr.org.uk. retailADR will not charge you for making a complaint and if you are not satisfied with the outcome you can still bring legal proceedings.

I agree for Satin Bow bridal to use my personal information so that they can contact me concerning my wedding and that they can share it with the designers of the dress.

