



Ella-Sophia Bridal Wear Standard Terms & Conditions:

Thank you for choosing **Ella-Sophia Bridal Wear** for your special occasion needs. I am confident you will be pleased with the workmanship and quality of our dresses. I am excited and more than happy to assist you in any way I can. By purchasing one of our garments, you understand, and agree on the following:

Standard Sizes: You understand that the final size choice is your own. We can only advise you which size would be best for you, but we leave the final decision up to you. If you are taller than 1.78m you may need extra length. . Ella-Sophia Bridal Wear is not responsible for a dress that does not fit after a client has signed off on the size. If a new dress is needed due to incorrect sizing, the client will be charged full price for the reorder.

Custom Sizes: For dresses made according to custom measurements, Ella-Sophia Bridal Wear will ensure that measurements are taken carefully and as accurately as possible, but please note that further alterations may be required to achieve the exact look / fit that you want.

Ella-Sophia Bridal Wear cannot take responsibility for a garment that doesn't fit the bride due to weight loss or weight gain by the bride. Any alterations required due to weight gain / loss will be for the bride's own account.

Please note that your wedding dress is not manufactured locally. Manufacturing time is 8 – 12 weeks.

Sample / In-Stock / "Once-Only" Wedding Dresses: All Sample / In-Stock / "Once-Only" dresses are sold as is. No alterations are included in the price indicated. Upon request, we can provide details of reputable alteration-ladies that will be able to assist with alterations. We take care to ensure that our dresses are kept in a clean and good state. However, due to the nature of sample items used during fittings, some soiling and/or tearing may occur. No cleaning/fixing is included in the sample price, but can be requested at a small, additional fee.

A payment of a **non-refundable booking fee** is required before an order may be placed. In the event of a cancelled wedding or function, the dress must be picked up upon its arrival. For any balances remaining, the balance must be paid upon receiving of the item(s). Items remaining in store over 5 days from the event date will be sold.

Return Policy

There are *no exchanges or returns* on merchandise purchased. All sales are final. No returns are accepted, upon submitting your payment/deposit you enter into a contract. If there is something physically wrong with your gown please contact us within 1 day of receiving your dress to resolve the issue.

We accept **cash payments, card payments (VISA or MasterCard), or payment via EFT.**

Upon Submitting Payment / Deposit:

- * You understand and agree that you may need alterations to your dress in order to get the exact look/fit that you want to achieve and that all alterations are for your own cost.
- * You understand that you may need a petticoat added to your dress in order to achieve fullness if your dress is a very full dress, at an additional cost.
- * You accept the above terms and conditions.