

# ALEX&RA

## *Policy . Contract*

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Thank you for shopping with ALEX&RA. We appreciate that you've chosen to work with us, and we look forward to serving you. Below you will find answers to most of your questions regarding your order. If you still have questions, please send us an email at the address below and we will respond to you as soon as possible. Please read this contract completely and carefully as you will be asked to confirm and sign that you understand and agree to these policies before your order can be placed in our queue.

### ORDERING

To order, please have each member of your party complete this contract form and then submit their measurements through The Perfect Fit system, available on our website. Once all of these documents are received we will contact you to finalize the order. If you have questions about an item, or would like to order a custom design, please contact us first for specific details or to set up a consultation.

### SIZING

All our dresses are made-to-order and made-to-measure. So it is encouraged that you take the time to have your measurements taken by a professional before placing your order. However, if you prefer to take your measurements on your own, please follow the instructions provided on The Perfect Fit measurement form exactly and contact us with any questions. Once measurements are submitted they cannot be altered. So if you are pregnant or may become pregnant, please notify us with your estimated due date when submitting your current measurements.

### FABRICS

All of our fabrics are from high quality sources. When ordering your dresses from ALEX&RA you will be sent a group various color swatches from which to choose (based on your direction, of course). A wide variety of options are available for the price-sensitive bride. Please notify ALEX&RA if you are subject to any budget constraints and appropriate swatches will be provided to you. After the first set of swatches are sent, additional swatches are \$5.00 each per set.

### ALTERATIONS

ALEX&RA does not offer alteration services, nor are they included in the price of the garment. Unlike other companies, our dresses are both made-to-order and made-to-measure! This means each dress is customized to your specific measurements. Major alterations should not be expected. All dresses can be adjusted and we're happy to recommend professional tailors/seamstresses if needed. We are not responsible for any alterations made after you receive the garment.

### CLEANING

Dresses should be cleaned after wearing, especially if you have sweated in them. Body oils can damage and stain silk fabrics if left in the fabric for too long. We encourage you to find a dry cleaner that uses environmentally low impact methods and materials, also known as a Certified Environmental Dry Cleaners (CED).

### SHIPPING

We ship FedEx, UPS or USPS to the U.S. and many countries; Alaska, Hawaii and other country recipients should allow additional shipping time. There is a \$15.00 shipping charge applied to each order for shipment within the continental United States. If you prefer expedited shipping, we are happy to ship per your request for an additional charge respective to the service. Estimated delivery date of your order and its tracking number will be emailed to you at the time of shipment.

Please order your items at least 16 weeks before the date you need them to insure that they arrive comfortably in time. Of course, the earlier the better!

### SHIPPING (continued)

We will calculate the ship date based on your order date and will send that to you with your confirmation. Please make sure this ship date allows enough time for delivery to the shipping address on your order form. We are not responsible for shipping delays or lost packages after the package has left our studio.

Rush orders are available on a case-by-case basis. You must email us to get a pre-approved ship date before placing your order. It all depends on the time of the year and our workload. While we will do everything we can to accommodate your rush, we do not guarantee that option to be available. Rush orders will include additional fees to be determined at the time of pre-approval.

### RECEIVING

Our dresses are shipped pressed, but due to shipping some wrinkles may need to be removed. We recommend taking your dress to a dry cleaner to have it steam pressed before your event. Make sure to allow enough time; some cleaners can get very busy during the wedding season.

### TAX

We are required by law to charge an 8.25% sales tax, plus any applicable county or district sales tax, on the price of dresses shipped within California.

### PAYMENTS

Pricing is not determined until the dress design and specifications are finalized and you place your order. Prices are non-negotiable. Discounts may be available for large groups, but is not guaranteed. Please inquire for more details.

We accept payment by check sent to our studio at the address below. Any returned checks will be charged an additional \$35.00 processing fee and may delay your shipment date. Once payment has cleared, a receipt for your order will be sent to your return address along with a copy of your check.

Please note that a customer will be charged a late fee of \$25 per week for every week that payment, measurements, or a signed policy form are late. Keep in mind that we can't start working on your order until all payments, measurements, and forms are received and completed so missed deadlines might delay shipment.

### RETURN POLICY

Each dress is carefully handmade to your specifications on design, fabric, color, detail, and custom size. Therefore there are no refunds, exchanges or returns on items purchased through ALEX&RA, as each is made specifically to your order. All sales are final.

We carefully inspect each item before it is shipped to insure it is of the highest quality. If by chance we miss something you must contact us by email within 5 days of receipt of the item with a complete description of your concern.

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Signature

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Date