



## *Dress of a Lifetime*

*Stylish, Affordable Custom Formal Wear and Accessories*

*(760) 638-dres (3737) ~ [www.dressofalifetime.com](http://www.dressofalifetime.com)*

### *Terms of Sale Agreement*

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#### *Delivery Policy*

*100% payment is required before your order can be placed. We accept Visa, MasterCard, and Paypal. Upon receipt of your order we will verify that the order is correct and arrange for your gown's shipment to your specified shipping address. Approximate delivery times on custom made and/or customer designed gowns will be 8 - 10 weeks, after submission of our order to our design department. Delivery times are based on the time of year, time of the month, and availability of fabrics and materials. Orders shipped within Canada and the U.S. will be shipped via courier or U.S. and/or Canada Post. We do offer Expedited/Rush Orders for an additional charge (see below). Since each dress is custom made, each customer understands that Expedited/Rush Orders may arrive up to the day of their calendared event.*

#### *Policies & Procedures*

*Since your Dress of a Lifetime will be made specifically for you, and only you, we cannot refund any portion of your payment or accommodate any exchanges or returns. Once your order has been submitted, our design department is unable to make any changes or modifications relative to style, size, materials, color, or length, to an order.*

*All individual measurements are the sole responsibility of each Dress of a Lifetime customer. We strongly recommend that you have your measurements taken by a professional seamstress, tailor or alterations specialist, for better accuracy of your individual measurements. If your gown was made in the measurements provided and your gown does not fit, Dress of a Lifetime is not responsible for wrongly given measurements. Dress of a Lifetime is also not responsible for alterations costs associated with wrongly given measurements.*

*All prices on our website are based on polyester materials. Should you wish your gown to be made in a more expensive material (i.e., silk, etc.), please feel free to contact one of our experienced sales representatives to receive more information on the materials that we offer.*

*All prices on our website are also based on standard sized gowns that measure from a size 0 to 12. Due to the cost of extra materials and labor there will be an additional charge up to \$75.00 for full figured sized gowns that measure from a size 14 to 30. Please contact one of our experienced sales representatives to receive more information regarding our policies and procedures.*

#### *Return Policy*

*We do NOT accept returns or exchanges on any bridal gowns, full figured gowns, specialty ordered gowns, special ordered full figured gowns, special measurement gowns, in stock gowns, off the rack gowns, veils, bridesmaids, flower girl gown, mother of the bride gowns, prom and evening gowns, or accessories. Final pictures of your gown will be emailed to you for approval. When we receive final approval from you, your gown will be released for shipment from our design department. Your verbal or written approval of the final pictures indicates that you are completely satisfied with your order, and want your gown shipped to you. Once you have approved the final pictures, the gown cannot be altered in any way (i.e. changes in materials, style, size, color or length). It is strongly recommended that you look at the final pictures of the gown very carefully before approving it for shipment.*

*Dress of a Lifetime is willing to return a gown based on a manufacturer defect\* only. We closely inspect every piece of merchandise that is ordered here at Dress of a Lifetime. All merchandise that is ordered is in brand new condition. If you feel your merchandise is defective, you must contact us within 3 days after you receive your order. If our staff finds that the merchandise is damaged or defective, we will contact our manufacturer and get a new order out to you as quickly as possible. If we find that the merchandise is not defective in any way or has been worn, altered or misused, then the merchandise will be shipped back to you. Dress of a Lifetime will incur shipping charges on damaged or defective merchandise, and will reimburse their customer's if supplied with the proper shipping receipts. Dress of a Lifetime will not incur shipping or insurance charges on merchandise that is found to be damaged, worn, altered or misused by the customer, and will charge the credit card information that we have on file for those fees.*

*Since we are unable to return any gowns to our manufacturers, and each of our gowns are made at the time of ordering, Dress of a Lifetime must enforce a strict no exchange, no refund, and no return policy. Should you return your gown without verbal and/or written authorization to do so, and there is not a manufacture defect\*, you will still be obligated to pay the full purchase price of the gown. Refusal and/or non-deliverable merchandise will also be subject to the full purchase price.*



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#### Cancelled Orders

All orders cancelled after 3 days of the initial purchase will lose 50% of the purchase price. We do NOT accept cancellations on specialty ordered gowns, special measurement gowns, veils, bridesmaid gowns, flower girl gowns, evening and prom gowns, mother of the bride gowns, and accessories. All other charges are non-refundable including shipping, insurance, and any transaction fees. We will try to work with you on cancelled orders. We are an ethical business and will do everything we can to try and cancel your order with our manufacturers.

**\* Manufacturer defect means: the gown has been torn, faulty sewn hems coming undone, and/or blemish marks shown on gown only. Style of fabrics (i.e. polyester vs. silk), size, color, or length of the gown, are not considered manufacturer defects.**

#### Shipping & Handling

Shipping and handling charges for standard sized gowns (0 to 12) (U.S. domestic 2-3 day) is \$45.00. Shipping and handling charges for full figured sized gown (14 to 30) (U.S. domestic 2-3 day) is \$55.00. International and domestic overnight shipping and handling has an approximate shipping fee of \$65.00. We will not know how much the total shipping will be for an International order until the gown is shipped. Once the gown ships, we will charge the additional shipping amount to the credit card we have on file. International packages may also experience some unforeseen shipping situations (i.e. packages held in Customs for clearance, and/or plane delays due to mechanical or weather conditions, etc.). Dress of a Lifetime will NOT be held responsible and/or liable for any shipping related issues as set forth above. Situations such as those are beyond our control. If a shipping problem does occur, our International customers have been informed/understand, that they will still be obligated to pay the full purchase price of their gown. Expedited/rush orders for gowns ordered 4 to 6 weeks before your scheduled event, will be subject to an expedited/rush fee of \$50.00. The expedited/rush fee will be in addition to the above listed charges. Please contact one of our experienced sales representatives to receive more information regarding our shipping and handling policies.

#### Business Protocol

We have a wide variety of gorgeous designer modeled gowns and dresses pictured on our site. Our goal is to bring those designer modeled quality gowns to our customers at off the rack prices! Although we do design and manufacture our own custom gowns, all of the designer gowns pictured on our website are not our designs. We make closely replicated versions of those gowns. In making a replica of any designer gown, we cannot guarantee that the replicated version will look exactly like the original designer modeled picture that is on our website. Our goal here at Dress of a Lifetime is to come as close to the original designer modeled picture as possible. If you wish to see some of the gowns we have replicated for our previous customers, please let us know and we would be happy to send you pictures. You will be amazed what we can do!

#### Intellectual Property Rights

Designs created by Dress of a Lifetime on behalf of customers remain solely owned by Dress of a Lifetime. Dress of a Lifetime reserves the right to use images of finished dresses for advertising or any other purposes. No other individual or company may resell these designs or images of these designs without express written permission from Dress of a Lifetime.

Terms Accepted: \_\_\_\_\_ Dated: \_\_\_\_\_

*Fax signed Terms of Sale Agreement to: (760) 751-3034*