

# Sirinadesigns

## Dressmaking Terms & Conditions

Sirinadesigns provides a dressmaking service to you, the client. By signing these terms & conditions you are entering into a contract with Sirinadesigns.

### **Consultation**

Sirinadesigns will provide the 1st consultation with you, the client, free of charge. This is a no obligation consultation. You should be prepared for this 1st consultation to last for up to 2 hours as it is the time for us to get to know each other.

Fabrics, colours and patterns including any embroidery/beading will be discussed during the consultation. If you have any pictures, inspiration or specific colour matches please bring these with you to the 1st consultation.

At the consultation all measurements required will be taken (for use if an order is placed).

The measurements will be recorded on a form which you will need to sign to agree they are all correct. If you are planning on losing weight, etc please inform Sirinadesigns at the time of measurements. *Please ensure correct underwear and shoes are worn (or available) to the consultation as these can affect measurements due to posture changes.*

### **Pricing/ ordering**

Prices vary depending on the complexity of the job so a rough estimate will be given at the consultation. Once the final design, fabrics and embellishments have been decided at the consultation a fixed price will be given via a quote sent to you by either email or post within 4 days of the consultation. You, the client, have 7 days from receiving the quote to decide if you would like to go ahead with your order. If you decide to go ahead please return a copy of the quote and terms & conditions plus the required deposit to Sirinadesigns. *If Sirinadesigns has not heard from you within 14 days then we may assume you do not wish to go ahead with your order.*

All quotes given will last for a maximum of 60 days from date on quote, unless otherwise specified. After this period Sirinadesigns reserves the right to change any prices.

Dates for the work to be completed by will be discussed and agreed and the consultation. If you need to amend your required date please contact Sirinadesigns within 60 days as prices may change due to fabric/trim availability.

### **Fabric/ embellishment**

Sirinadesigns would prefer to provide the fabric however if you already have fabric you would like Sirinadesigns to use we will take a look at it. Sirinadesigns reserves the right to refuse to work with any fabrics we deem unsuitable for the purpose. To provide the fabric for you Sirinadesigns can either go fabric shopping with you or provide samples of fabric for you to choose from.

If your design incorporates embroidery/beading then a sample of this will be made up for your approval at the 2nd fitting. All samples will remain the property of Sirinadesigns.

If a commercial pattern is provided by you, the client, it is up to you to provide the correct size, this is done by your measurements not by your ready to wear size. Sirinadesigns can help with this if required.

### **Payment/Cancellations**

If Sirinadesigns provides the fabric then a 50% deposit (per item) is required. If you, the client, provides the fabric then a 25% deposit plus the fabric (per item) is required.

If you need to cancel please do so as soon as possible. If the order is cancelled before any work has begun then the deposit will be returned in full plus any fabric the client has supplied to Sirinadesigns. If Sirinadesigns purchased the fabric then just the deposit will be returned.

The deposit will be given on the quote sent to you. Deposits can be paid by cash, cheque or card. If you would like to pay by card you will be sent an invoice via PayPal. *Please be aware if paying by card or cheque work will not start on your order until the deposit has cleared.*

If there are further changes to the order once work has begun then this may incur additional charges. If changes are made before the work has begun then there may be no additional charges (depending on the complexity of the changes)

If the changes made are to the fabric/trims being used this will include additional charges if the original fabric has already been purchased by Sirinadesigns.

Payment is required in full before the order is released to you, the client, by Sirinadesigns.

Payment is accepted by cash, cheque or card. If you would like to pay by card please inform Sirinadesigns at least 10 days prior to your collection dates and you will then be sent an invoice via PayPal. *If paying by cheque or card please be aware that your order will not be released by Sirinadesigns until the funds have been cleared.*

### **Returns/Refunds**

The client should check all orders when delivered to ensure they are as they were requested. If you do not notify Sirinadesigns **within 7 working days** of any defect or failure to meet the client's instructions Sirinadesigns will conclude that the items have been accepted by the client.

If you, the client, should find any items from Sirinadesigns faulty then the fault shall be repaired free of charge within 2 months of the order being delivered, this will only apply to faults found to be through the workmanship of Sirinadesigns. Any faults found to be intentional will only be repaired at the cost of £7 per hour. Any faults after the 2 month period will also be repaired at the cost of £7 per hour.

Sirinadesigns will not accept returns or give refunds on any items that have been made to measure unless in the case of Sirinadesigns has failed to follow the clients instructions and conditions as set out in the contract signed by the client. The client will need to inform Sirinadesigns of any problems **within 7 working days** of receiving the items. Any notification after this period will be dealt with on a one to one basis at the discretion of Sirinadesigns.

### **Fittings**

A toile (mock up) of your design will always be made. This will either be in calico or a cheaper version of your chosen fabric. The toile is so that you can see your design on and to make any design changes before the actual fabric is cut.

The amount of fittings required thereafter will depend on the complexity of your designs and if any changes were being made to the toile. Normally you should expect to need around 3 to 4 fittings per item.

At each fitting we will discuss when the next one will be required and appointments will be made. If you need to cancel or re-arrange a fitting please let Sirinadesigns know as soon as possible. If the fitting is cancelled with less than 12 hours notice then you may incur a charge for Sirinadesigns time.

### **Safety**

All precautions are taken to ensure the items made by Sirinadesigns are as safe as possible but the items are not to be used as toys unless specifically sold as such.

### **Privacy**

Sirinadesigns will not pass your details onto any 3rd parties. All details taken are for the processing and delivery of your order only and will not be kept on file unless you have asked to join the mailing list. No payment details are seen by Sirinadesigns.

All items are copyright of Sirinadesigns and should not be copied in any way without the permission of Sirinadesigns.

Sirinadesigns reserves the right to change the prices of any items for sale at any time. This will not affect orders already placed.

*This does not affect your statutory rights.*

Customer name \_\_\_\_\_

Customer Signature \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

I would like to join the Sirinadesigns mailing list.