



Terms & Conditions - BM Online Shop

1. PRICE & COURIER & REFUNDS

- All prices are inclusive of VAT.
- If you decide to have your dress couriered an additional cost will be added at the checkout.
- The dress courier rate is subject to the location the dress is shipped to.
- Nothing lasts forever, not even a good deal! So, all prices are subject to change without notice, and are valid while stocks last.
- Should you wish to collect your dress from us, please let us know beforehand so reception can have your dress ready. We work by appointment only.
- Bridal Manor does not offer any refunds: (1) If you change your mind (2) If you decide you do not like the style of the dress anymore (3) If you thought it would look differently on you or (4) If your wedding is cancelled.
- When measuring yourself to determine the size we ask that you read the guidelines carefully to measure yourself. Bridal Manor does not take any responsibility if you order the incorrect size as sizing is the bride's responsibility. You are welcome to email us at info@bridalmanor.co.za should you have questions, but the size guide should be detailed enough.
- No one is perfect, sometimes mistakes happen. If there is a problem; kindly let us know within 7 days after you receive your dress at accounts@bridalmanor.co.za
- A refund will be approved if we sent you the wrong size, or wrong order. The dress must be in its original saleable condition with original tags, sewn in labels in an unworn, unopened, and unused state. It must be returned in its original packaging box. If you do not comply with these requirements BM reserves the right to refuse an exchange or refund on change of mind items.
- Money needs to reflect in our account before any order is couriered. • Dresses will be ready to be sent within 5-7 working days, thereafter the courier will collect the dress.
- Should you receive a coupon, it is valid for 1 purchase only and subject to the terms and conditions on the coupon.
- No change is given on any coupons and they are not transmittable in cash. Please check the expiry date of coupons so you do not miss out!
- No refunds will be made due to unforeseen circumstances which we do not have any control over. This includes but is not limited to courier delays.

2. ALTERATIONS

- Alterations of your dress is excluded from the dress price. All alterations a bride requires on the dress after ordering will be at her own cost.
- Bridal Manor does offer an inhouse alteration service, but it is the bride's choice whether she would like to make use of these services or if she would prefer to do it elsewhere. If the bride decides to make use of our services, she adheres to our rules and working times. Bridal Manor, in most cases, requires $\pm 3 - 5$ dress fittings to ensure absolute accuracy of fit. Contact us should you wish to utilize this service.