

Our Terms and Conditions

CAZmark agrees to undertake any alterations subject to the following Terms and Conditions. Making an appointment for a consultation is deemed to be acceptance of these Terms and Conditions.

Bridal fittings

Fittings are by appointment only. To avoid paying a cancellation charge upon missing an appointment, we require at least 24 hours' notice before cancelling or changing an appointment.

Fitting your dress to our professional standards requires that the dress length is matched perfectly with the shoes that will be worn on your big day. Similarly, the underwear you intend to wear should also be compatible with the cut of the dress. We can advise on how to manage any discrepancies at the fitting.

To ensure that the fitting is carried out to these standards, you must therefore have the correct shoes and underwear for appointment. If these are not available your fitting can be rescheduled.

Other fittings

Where we are altering other clothing you will also need to have the shoes and other accompanying items that will be worn with your clothing if appropriate. This will ensure correct measurements are taken.

For curtains we will rely on your measurements and you should ensure these are accurate. We cannot be liable for any losses resulting from incorrect measurements.

Agreed Alterations & Deadlines

At the initial consultation, we will record your measurements and will agree with you the alterations to be made ("Agreed Alterations"). We will supply you with a copy of the Agreed Alterations at this appointment.

Whilst we will always strive to incorporate any further requirements you may wish after the Agreed Alterations, deadlines can only be guaranteed if they are made at the first consultation, and you are required to fully co-operate with us in meeting these deadlines.

Consultation Fees & Estimates & Fees

Where we travel to and from the initial consultation, travel will be charged at 50p per mile over 25 miles from my workroom, (these charges will be deducted from the estimate after we receive the non-refundable deposit).

We will give you an estimate of the total price during your initial consultation, where applicable. For example costings of other materials. The estimate will be based on the Agreed Alterations (or in the case of curtains the estimate will be based on your measurements). Any changes requested outside the Agreed Alterations may require work and therefore incur extra costs. In the event that the estimate is significantly different to the actual price, we will inform you prior to us carrying out the additional work.

Bridal/Clothing: Weight Fluctuations & Events Outside Our Control

We must be informed without delay if you plan or experience any weight change. Please be aware that any weight change after the Agreed Alterations may also affect the final price of the alterations.

We do not accept any responsibility if the dress no longer fits due to loss/gain of weight, pregnancy, or any other circumstances out of our control.

Deposit, Payment & Payment Method

Bridal: You will be required to pay a 50% non-refundable deposit prior to the second appointment and the balance of the price at the final fitting.

Clothing/curtains: For larger jobs we may require a 50% non-refundable deposit before we start work with the balance being due on completion of the work.

Where a deposit is required we reserve the right to refuse to carry out further work until payment has been made in full and the funds are cleared. We may also exercise a lien over your items in our possession until payment is made.

We accept payment by cash or bank transfer.

Completion of Alterations

Alterations are normally completed within five working days unless otherwise stated. Express charges of an additional 25% may apply to urgent alterations. Please ask about express alterations prior to appointment, and any additional cost that may be involved.

Collection, Default and Refunds

Upon collection, you are required to try on clothing (including bridal dresses) and immediately inspect our work thoroughly for any defects. We do not accept responsibility for any further or remedial alterations more than 7 days after collection.

We will rectify any defaults at our expense if the alteration is unacceptable as a direct result of us failing to adhere to the Agreed Alterations.

Deposits are not refundable or transferable to other orders. In the event of a wedding being cancelled or postponed, the balance must be paid in full within 30 days of the return date and the goods will be returned to you.

Uncollected Goods, Disposal & Storage

Any failure of arrangement of delivery within 14 days of our notice to you, will result in us either selling or disposing of the same to cover our costs.

There are no facilities for storage of goods due to insurance restrictions, all goods will be returned within 7 days of completion.

Liability

We will take the utmost care of your items, but all items left with us are entirely at your risk. Furthermore, we do not accept liability should your items be damaged whilst in the care of any third party.

Governing Law & Jurisdiction

These terms and conditions shall be construed in accordance with the laws of England and shall be subject to the exclusive jurisdiction of English courts.