



Thank you for booking with us at With Love!  
Here is just a little bit of helpful information for your appointment and beyond!!

Suits/prom dresses, bridesmaid appointments and some fittings are held upstairs. However, if someone with you for your appointment is unable to use the stairs please let us know beforehand so we can accommodate you downstairs. We are wheelchair accessible for the main area but unfortunately not for the toilet.

Wedding dress appointments are 2 hours, prom and suit appointment are 1 hour and bridesmaids 1.5 hours. This is usually plenty of time but if you feel you need longer then do not panic, we can book you back in.

These appointments are on a 1-1 basis so if you need any help or information then we are there.

If you are late to your appointment, it will still finish at the original time due to other bookings/appointments.

If you cannot make it to your appointment- please let us know in plenty of time so we can fill this space.

Children are welcome but must be supervised. Pets are not allowed unless they are service animals. (To be discussed before the appointment)

It can be a daunting experience for most people, just come with an open mind, comfy undies and the right people with you for support. We allow photographs

to be taken during try-ons. With your permission, we would love to share yes to the dress/collection photos on our social media.

### Ordering a Prom Dress – What to Expect

Prom dresses can take anywhere from 3 days to 4 months to arrive, depending on when you place your order. Dresses are produced in batches based on their style, so even if you order early (e.g. in December), your dress might not be made until later in the production schedule—possibly not until April.

On the other hand, if you order closer to prom season (such as in February or March), your chosen dress may have already been produced.

They are a prom dress company and know the date of prom is June/July time so do not worry about the dress not arriving in time because it will be here with plenty of time for alterations.

As soon as your dress arrives, we'll contact you to arrange a fitting and collection

Your wedding dress can take anywhere between 10 weeks and 5 months to arrive at With Love.

### While You Wait for Your wedding Dress-

Once your order is placed, there may be a period of time when you don't hear from us. Please don't worry—this is completely normal, and it doesn't mean we've forgotten about you!

If you have any questions during the wait, feel free to send us a message and we'll be happy to help. As soon as your dress arrives in store, we'll be in touch right away to book an appointment for you to come in and try it on.

We can't wait for you to see your dress—it's such an exciting moment, and we're looking forward to sharing it with you!

At this appointment you will need to pay the balance of your dress and it will be placed into a breathable bag for you to take home with you. If you need to store your dress with us a little longer then we can discuss this.

Before you take your dress from the shop, together we will check over the dress to ensure you are happy it is in perfect condition, any damage to occur after this is not the responsibility of With Love. However, if you contact us, we will be sure to give you the best advice on how it can be rectified.

If you gain/lose weight or become pregnant after we have measured you and ordered the dress, it cannot be returned if it does not fit as it has been made for you. However, if this the case we can discuss your options as it can always be solved so do not worry.

While discussions may be had about options, we are not liable for any weight you gain or lose after the point of taking your measurements.

We accept card, cash and bank transfer.

#### ALTERATIONS:

We will take measurements of the bust/waist and hips for the dress. These measurements mean we can order the right size for you. Please note that all dresses come at a standard length for women 5'11/5'12 in height so there is a possibility that you will need to have this altered.

The length, around the bust and shoulder areas are the most common places to need altering on a dress.

For suits you will try on several sizes to find the right fit for you. Common areas to need alterations are the trouser and sleeve length.

Any alterations that are needed are not included in the price of your dress or suit. It is an additional cost.

We have an in house seamstress that can do any of the alterations needed. Of course you are welcome to use any one else if you wish.

Tailored with Love (Fran)- 07584 222459

On the day of your fitting with the seamstress, you will need the shoes that you will be wearing on the day. We recommend alterations are done between 6-12 weeks before your wedding date depending on the work required.

We provide a rental service for our dress hoops to use on the day of your wedding at £35. £25 of this is refundable upon return of the hoop. We do different sized hoops so just ask to try them at your fitting.

If you purchase your wedding dress from us, you will receive 20% off any bridesmaids' dresses, veils, and headpieces..

We also offer a service for one of our team members to help you into your dress on the day of your wedding. If you are interested, send us a message/email and we will give you a quote.

## **Terms and Conditions/Policies of With Love**

Thank you for shopping at With Love.

You should understand that by ordering/purchasing a dress/suit or any of our products, you agree to the contract and consent to having read and understood the terms and conditions.

A 50% deposit is required upon signing the order form to allow us to place your order. Once you have paid your deposit, you have 24 hours to cancel this order. The sum is non-refundable or transferable under any circumstances. After this time your order cannot be cancelled or returned and you will be obligated to pay the remaining balance once your dress has arrived. If you are paying through our free interest payment plan, you can cancel at any time before your dress is ordered, however you will lose any balance you have with us. This can be held if you decide to re start payments but cannot be refunded or transferred. Once your dress has been ordered, you are obligated to pay the remaining balance of this dress unless it is within the 24 hours after ordering. The deposit will remain with us in this case.

Payment plans can be arranged to pay for your wedding dress. If a payment plan is agreed, it is the customers' responsibility to make these payments on the agreed date. If you don't, it can affect the timeline of ordering your dress.

If you purchase a sample (off the peg) dress, it may have small imperfections. Any imperfections or damage noticed by us will be discussed with you. All sale dresses and suits are sold as seen.

We cannot issue a refund under any circumstances and we cannot exchange on any item or person.

Any dress or suits ordered will be checked for imperfections prior to your fitting. You are more than welcome to check that you are happy with the

condition before you leave with your dress or suits. Any imperfections or damage to occur after this is not the responsibility of With Love.

Any amount paid to With Love for a dress/suit deposit cannot be transferred to another person/account for the purchase of their items.

Dresses and suits are ordered in standard sizes. Please note these are different to high street sizes. With Love will not accept responsibility of any change to the customers' size and shape between initial measurements and wedding date. This includes pregnancy and weight loss surgery.

If your dress does not fit and your measurements are the same as the ones we have on file, we will rectify this. If they are different then we can only recommend ways to ensure you get it fixed.

Dress designers have their own standard delivery times; we cannot control these delivery times. Rush deliveries can be arranged at an extra cost provided by the designer.

You accept that there may be slight variations between the items you have seen in our shop and those delivered by the manufacturer. This may include the weave of the item made from natural materials, the positioning of the embroidery or beading, or slight colour differences due to dye lot variations. No refunds will be given on goods showing such variations but any will be noted and minimal.

Alterations are not included in the price of the gown and will be charged separately. No alterations will be undertaken until the item is paid in full. Please note although we work alongside seamstresses, we cannot provide a quote for your alterations.

We reserve the right to refuse service to anyone for any reason at any time.

We have the right to revise and amend these terms and conditions to reflect changes in market conditions affecting our business. You will be subject to the policies and terms and conditions in force at the time that you order garments from us, unless any change to those policies or these terms and conditions is required to be made by law.

We are committed to protecting your privacy and handling your personal information responsibly. We will collect your name, phone number, email

address, payment information measurements and order notes to ensure we can fulfill your order and financial/payment records as legally required. You have the right to ask what data we hold about you, request changes in details or ask for these to be deleted (unless we are legally obligated to store these). Your data is stored securely, and access is restricted to authorised staff only.