

TERMS AND CONDITIONS

PRICE AND PAYMENT:

Prices quoted for fabric and accessories are current ones on the date of an agreement, as they are subject to market fluctuation. Price doesn't include shipping cost.

Any changes in the design of the garment requested after confirmation of the order may require extra work and materials which incur additional charges and lead time.

PAYMENT

We require deposit (50%) in advance. Payment of the balance is required before completed order can be dispatched.

Payments schedule: deposit – on confirmation of the order; balance – before dispatch.

Payment is accepted by:

- cheque(s) drawn on a UK bank (please, allow 4 working days for cheque clearance);
- bank transfer;
- on-line by credit or debit card via PayPal (no PayPal account required);
- cash/ postal order.

COMMISSIONING WORK:

No work will commence on any order until we receive deposit and written confirmation of order.

Otherwise payment of the deposit automatically will confirm the order and customer's acceptance of our Terms & Conditions.

If customer fails to pay within agreed period, then we may suspend performance of our obligations under the agreement.

MEASUREMENTS:

All necessary measurements are to be taken in accordance with our [instruction](#).

SAMPLES:

Samples of fabrics and accessories/trimmings can be provided only after the order is placed and deposit is paid.

LEAD TIME:

Lead time starts from the date of receiving deposit, normally 4-6 weeks (depending on the design complexity), excluding time of delivery.

Acceptance of urgent work is at our discretion, and the work will attract a premium charge.

DELIVERY:

Delivery is usually within 1-2 working days as and when garment is ready (UK only), by recorded service. For international order, please, contact us for information.

All ready-to-wear orders placed before Friday 2pm (GMT) on a business day we aim to ship the same day, providing payment security checks are complete, and garments ready or stock availability is confirmed. Orders placed after 2pm will be shipped the following Monday business day. All deliveries require a signature.

More details about shipping, prices and shipping timescales will be added soon.

Please note due to high volume of orders during the sales period shipping times may be longer than originally stated.

RETURNS AND REFUNDS:

We do not accept return and refund on any garment made to measure and to customer's specific requirements, if they are not subject to failure to comply with the agreement. If we have failed to comply with instructions, set out in the Confirmation of the order, and the customer returns ordered garment in same new condition and packaging as shipped, we will alter it free of charge and refund the customer cost of postage on a one-time basis. Before you return the order, you must first contact us for a return authorization. Any defect (failure to comply with instructions, set out in the Confirmation of the order) must be reported within 48 hours of receiving the product. We do not accept returns reported after 48 hours of receiving the product. Item(s) must be returned within 7 days of receiving them. Allow up to 30 days for refunds or alterations.

We do not accept returns of the product and any refund because of incorrect measurements supplied by customers.

We do not accept returns and refund of garments that were damaged during shipping.

TERMINATION:

Either party may terminate the agreement at any time by giving 15 days' advance notice of termination to the other party in writing.

Either party may terminate the agreement immediately if the other party has breached any of its material obligations under their agreement and fails to remedy such breach within 15 days of receipt of a written notice specifying the breach and requiring it to be remedied.

Except where we are in material breach of the agreement, we are entitled to payment in full for all works already made on or before the date of termination together with all costs and expenses incurred in relation to products not yet delivered at the date of termination.

WARRANTIES AND LIABILITY:

We are obliged to produce the products of satisfactory quality and identical to initial image of the design. The service will be provided with reasonable skill and care.

By the time of dispatch the product it shall be conclusively deemed that the product has been made in accordance with instructions that are included at the Confirmation of the order, are free from any defect and that the customer has accepted it (for this purpose the customer will be sent a photo of completed garment before dispatch).

We do not accept liability for any loss, whether consequential or incidental, or damage arising from any act of matter beyond our control and late arrival of goods, which can be attributed to the carrier.

PRIVACY STATEMENT:

Novelette Novalis takes your privacy seriously. This web-site does not obtain any personal information about individuals who access this site, except where they voluntarily use our contact form. We use information sent by our customers only for the purpose for which they provide it. We collect such information for two reasons only: firstly, to process orders and second, to provide our customers with the best possible service. We do not pass customers' personal information to any other organization and/or individuals.

About Burberry and this Privacy Statement

Novelette Novalis Limited is a company incorporated and registered in England and Wales with company number 06870358 (referred to in this Statement as "we", "us" and "our").

Your data will be held and managed by Novelette Novalis Limited. We will always seek to comply with the requirements of the UK Data Protection Act, 1998 (the "**Act**") and any applicable laws and regulations to ensure that the personal information you give us is kept appropriately secure and processed fairly and lawfully.