

Sophie Meyer Design

Terms and Conditions

PAYMENT

A non-refundable deposit payment of 50% of labour costs is required before work commences, which shall be deemed to confirm your acceptance of these Conditions. The final balance is payable upon completion. Payment must be received before, or on, the day of collection, either by cash or bank transfer, otherwise the items will not be released to the customer. All materials are to be paid for in full at time of ordering.

CHANGES TO THE ORDER AND APPOINTMENTS

The client will have the opportunity to attend a design consultation, toile fittings (max 2), fabric fittings (max 2), plus a final fitting upon collection. Additional fittings can be requested at additional cost.

Quotations are based on information available at the time they are provided. Changes made, that require additional work, after a quotation has been given, will incur an extra charge.

Fittings will be arranged at the convenience of Sophie Meyer and the client. Appointments are scheduled for 1 hour from the time of the appointment. Most fittings take less than 30 minutes. Where multiple garments are being fitted then this may be extended. Should the client need to cancel a fitting appointment, a 24-hours-notice is required, otherwise a cancellation fee will be applicable. A new fitting will be arranged, but any delay in the completion of the order due to a cancelled/postponed appointment by the client is not the fault of Sophie Meyer, though every effort will be made to complete the order by the agreed deadline.

The customer is advised to bring/wear the appropriate underwear/shoes, they intend to wear with the garments, to ensure the correct fit. Sophie Meyer takes no responsibility should the customer not do so, leading to the garment not fitting perfectly. In addition, no responsibility is taken for garments that do not fit correctly if the client has gained or lost weight between the final fitting and collection, or any other reason beyond Sophie Meyer's control.

At each fitting the client will sign their agreement to any choices or changes made to the design and fabrics. Should the client be unable to attend fittings, measurements must be agreed in writing and Sophie

Meyer will make the garments to the measurements provided. Sophie Meyer takes no responsibility if the garment(s) do not fit when based on the measurements provided by the client.

The cost of materials is approximate and is dependent on the choices made by the client and the availability of materials. The choice of materials will be made at the toile fitting and agreed in writing. Every effort will be made to obtain the fabrics and trims required by the customer. Should the exact fabric required be unavailable a suitable alternative will be sourced, on the agreement of the customer. When fabric has been bought should the client wish to change it the additional cost of the new fabric will be added to the final invoice. No changes can be made once the fabric has been cut!

Design changes can be made at the toile fitting but once this design has been agreed changes are at the discretion of Sophie Meyer. The hem length will be decided at the final fitting before completion. The client is advised to wear the shoes they wish to wear with the outfit at this fitting, as changes cannot be made once the hem length is agreed on. Upon collection the client will try on the garment to ensure the fit is correct. Any requests for minor alterations must be made known as soon as possible, as once the garment and final payment have been exchanged, any further work will come at an additional cost and be completed only when and if possible, this includes defects incurred as a result of 'wear and tear'.

CANCELLATION AND REFUNDS

The client can cancel the order, free of charge, at any time during the consultation process.

Once the order is confirmed and the deposit paid, the order can be cancelled before construction has started, but will incur an administration fee for the time lost and any toile materials already purchased. You have no rights to a full refund if you simply change your mind (Sale of Goods Act 1979).

If the client decides to cancel the project at the toile fitting the cost of materials and labour for this will be deducted from the deposit paid.

If the client wishes to cancel the project after the toile fitting s/he will incur the charge for the full cost of the project. Refunds are not possible as final materials will have been purchased, time allocated to the project and construction started. As the garments are bespoke, they cannot be resold.

COMPLAINTS

If the customer is unhappy at any point they are advised to contact Sophie Meyer, in writing, to outline their grievances as soon as possible. Sophie Meyer will endeavour to resolve any problems within the parameters of the terms and conditions.

STORAGE AND ABANDONMENT

Sophie Meyer will, within all reasonableness, uphold and maintain a duty of care to all goods within her possession at all times. Sophie Meyer is under no obligation to store any items beyond a maximum of 30 days from the date of notification to the Client of the completion of the garment. After 30 days, a storage fee may be levied at a rate of £1 a day.

If, after sixty days from the recorded deadline/collection date, any item(s) that have not been collected and which have been paid for in part or in full, that item (or items) will be considered abandoned and the client's rights to the item(s) may terminate. During the sixty day period after the recorded date, Sophie Meyer will attempt to contact the client by telephone and or email and or post to request that the item(s) be collected and any sums outstanding met. If the client is unreachable or unresponsive to Sophie Meyer's communications, the rights of the client to the item(s) may similarly terminate.

PHOTOGRAPHY

The customer is welcome to take photographs for personal use during fittings. Their use on social media sites must be agreed with Sophie Meyer.

Sophie Meyer will ask the permission of the customer to use images taken during the construction process on the website sophiemeyerdesign.com and social media sites. The customer can request for the images not to be used at any time.

The customer will be asked to have a photograph of them wearing the garment taken upon collection, or provide a photograph at a later date, for Sophie Meyer's records and use in the portfolio at sophiemeyerdesign.com. Should the customer wish for the image not to be published on the website they can request for it to be excluded.