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# MADE-TO-ORDER

LEGAL TERMS & CONDITIONS

CHAMBEILI® BRIDAL



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## GENERAL TERMS AND CONDITIONS

The following General Terms and Conditions of Sale govern the offer and sale of made-to-order products on our website, "chambeilibridal.com". Please read these terms and conditions carefully before ordering any products. You should understand that by ordering any of our products, you agree to be bound by these terms and conditions.

The products offered on chambeilibridal.com for made-to-order are sold directly by its parent company chambeili®, which has its registered office in United Kingdom at 149 Bradford Road, Shipley, West Yorkshire, company registration number 08184636.

### GENERAL DISCLAIMER

chambeili® will deal with the customer's order in accordance with our obligations under the *Sale of Goods Act 1979 (as amended)* and the *Sale and Supply of Goods to Consumers Regulations 2002*. All outfits that are seen on chambeilibridal.com are images used for ordering purposes and the supplier will explain the fabrics used for the outfits. The supplier will also check the availability of these fabrics at the time of the order and if there is a variation to the pattern then this will be disclosed to the customer. Our made-to-order outfits can be ordered as per standard sizes in S/M/L as per the designers size guide. Customers wishing to order as per their own measurement should book in to chambeili® for a consultation where measurements will be taken. If measurements are supplied then please note we will rely on the information provided by the customer, who will take full responsibility for ensuring these are correct. In this instance, chambeili® is not liable for any outfits which are incorrectly made due to size provided by the customer.

### LEGAL JURISDICTION

All our consumer contracts are governed by English law and shall fall under the exclusive jurisdiction of the courts of England. English is the official language offered for the conclusion of the contract.

The statement of our terms and conditions of trade is in accordance with your statutory rights under the legislation above.

### TERMS & CONDITIONS OF PURCHASE

"Customer" means any person who is purchasing items from the Supplier.

"Supplier" means chambeili® Ltd in the UK,

"Designer" means the actual designer who's outfit(s) you wish to place a made-to-order, for example Faiza Saqlain, Zonia Anwaar or Hamza Anwar.

### TITLE

Title in the Goods shall not pass until the price of the outfit(s) has been paid in full for the Goods.

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## USE OF OUTFITS

The outfit(s) from the designer have been selected on the basis of their quality and workmanship and that they are to be worn for special events and we will not be liable for any loss resulting from mishandling, fraying or catching the garment due to neglect, the garment seams opening due to incorrect measurements, any type of food stains due to neglect or holes made in the garment from wearing inappropriate shoes (stilettos).

### PRICES & PAYMENTS

All prices are fixed and confirmed at the time the order is placed. The price given by chambeili® is the UK price of the outfit in sterling pounds. The delivery charges are additional and will be added when the item has been delivered, as its subject to the weight of the item. Deposits are 70% for all bridal and formal garments and 50% for all semi-formal and party garments. The balance will be payable upon collection of the outfit in store. If the balance is unpaid then the customer cannot collect the outfit and we will hold the outfit in store for 3 weeks until the balance is cleared in full. If the outfit is not collected after this period, the customer will lose their full deposit without exception.

**Please note:** if any additional items are added to the order after the initial order was completed then there will be an additional charge applied to the total order value; or if the length of a shirt is extended and the embroidery/embellishment has to be increased then an additional charge will also be applied to the total balance. In either of the above cases, customers will be notified of the additional cost prior to any changes made and the customer will be required to pay the additional cost in full in advance before we notify the designer.

Also be advised that for small and medium sizes the prices will be quoted as per the designer's sample. If the size is large or above then the price will be increased due to the increased embroidery and fabric used.

You can pay for made-to-order via bank transfer or credit card payment over the phone or pay at chambeili® store by credit card or cash. Once the deposit is received we will process the order and request any swatches if required at an additional charge. The order process is available to view on chambeilibridal.com and registered customers can view status updates securely.

### QUALITY CONTROL

All garments are quality checked by the designer in Pakistan and re-checked once they arrive in UK. In the event of any item(s) being damaged or faulty on arrival to chambeili®, this will be returned to the designer for repair or replacement. We have strict quality control procedures in place so your garment(s) are checked twice before your trial in store. We also encourage our customers to check the garments at the time of fitting and before it leaves chambeili® store.

## ITEMS ORDERED VIA CHAMBEILIBRIDAL.COM

As chambeili® does not hold stock of bridal or other formal, semi-formal or pret (\*other than those instore) outfits in store, the customer will take ownership of ordering the item as seen in the product images on the online catalogue. There is always a difference in colour due to lighting and filters used during the photoshoot; and the embroidery can also look different according to the lighting. For certain bridal wear where we have completed orders, we can show customers our client diary images and high-resolution images taken with close-up images which we store on google drive. However, for those customers attending our trunk show events, they will have the opportunity to see and try the bridal outfits as well as see the detail work.

During the customers official consultation we will arrange a video call with the designer if you wish to see the outfit in more detail. The customer can also ask for a swatch of the colour and a close-up picture of the embroidery that you can collect instore. The cost of ordering a swatch will be £30.00.

**Please note:** once the outfit(s) have arrived at chambeili® store, we will not refund or return this if the customer does not like it due to any issues with colour or embroidery. It is the responsibility of the customer to ensure any questions are raised at the time of placing the order. Please check the colour and the embroidery from the provided swatches at time you place the order as once this is processed you cannot cancel or modify this. Once the order details have been agreed you are fully liable to pay for the outfit in full once it arrives in-store.

## SUPPLIER'S OBLIGATIONS

The supplier, chambeili® will ensure that garment ordered meets the details of the order sheet at the time of the order. chambeili® will be responsible for any minor alterations to the garment if these are different from the order sheet.

chambeili® will also ensure that the garment is checked once it arrives in-store for any damages, holes or marks. chambeili® will ensure that the garment is fully inspected and approved against all quality checks before it is handed over to the customer. If, for any reason there are any faults found during our quality checks then the designer will be responsible for the repair or replacements of such items.

## CUSTOMER'S OBLIGATIONS- CHANGES TO MEASUREMENTS

To enable the Supplier, chambeili® to perform the contractual terms and produce a high-quality suit garment, the Customer must co-operate with the supplier by providing the supplier with their exact measurements/dimensions (taken during the consultation period) and exact colour.

chambeili® will use our Habib colour chart to show customers colour options, which is available in-store or the customer can show chambeili® a colour\*\* from a dress online, again the colours are subject to dying process and will vary slightly.

(\*\*we cannot guarantee an exact match if other than our).

If the customer cannot make the consultation and wishes to send the measurements then they will do so at their own risk. We would advise to obtain such measurements from a professional tailor. We cannot take liability for a garment being the wrong size if the customer has lost or increased weight, any changes to weight must be advised at least 3 weeks before delivery date. Please note if this is not communicated then upon arrival of the outfit, the customer will take full responsibility to pay for the outfit being altered.

**Disclaimer:** The customer has a duty of care to update chambeili®, the supplier of any changes to measurements or any other updates and not contact the designer direct. If the customer updates the designer directly and fails to communicate any changes to chambeili®, then chambeili® will not be liable for these changes without exception. The contract is between the supplier chambeili® Ltd UK and the customer and it is the responsibility to contact chambeili® directly to communicate any updates or concerns. We advise all customers to contact chambeili® regarding order updates.

## CANCELLATIONS/REFUNDS

If you decide you do not want the outfit, at any time after placing the order at chambeili®, then you will lose your full deposit you paid at the time of placing the order. If for any reason you have a change of heart on the design or you simply don't like it then you are liable to pay the full balance for the outfit upon collection.

All made to order garments including bridal, formal, semi-formal, pret or bespoke made-to-measure garment(s) are non-returnable and non-refundable without exception. Returns or exchanges are not accepted due to incorrectly ordered items, providing incorrect body measurements, radical increase/decrease in weight after placing the order, dislike of style, fit, or colour, damage due to washing/dry cleaning, damage caused by too much sunlight exposure, damage caused by catching/pulling any part of the fabric/embroidery and general mis-use of the garment, cancellation of your event/or function for which your placed your made-to-order or any other reason.

## TERMS AND CONDITIONS OF DEADLINES AND DELIVERIES

### DELIVERY

Please allow sufficient time from the date of the event/function to the date of delivery. Due to the garment being made solely in Pakistan, please expect delays due to any unforeseen issues with fabric availability or international shipping. There can be chances of delay due to logistical issues which are beyond our control. The delivery dates may vary from the date on the order sheet by at least 6-8 business working days. You will be updated nearer the time as to when your garment(s) will be despatched and estimated arrival date. We would advise that you to give a minimum of 3 weeks notice from the delivery date to the date of your event/function. We also advise a minimum of 5 weeks to process any made-to-order semi-formal or pret outfit, at least 2 months for a formal outfit and a minimum of 3-5 months for bridal orders. If you do require an order earlier than these time lines, then the express delivery courier service we use (DHL/Skyenet) will incur additional extra charges which we will notify you of the charges during your

consultation period.

You will be responsible for the full payment of the cost of delivery from Pakistan to UK including any import charges and any cost of UK mainland postage.

Once the garment arrives in-store, we will contact you to book a time for fitting.

**Please note:** if there has been any change of body measurements which has not been communicated to chambeili®, you will be responsible for all alteration costs. As stated above, any damages made to the outfit during the try out at chambeili® store will also be the responsibility of the customer. Where the damage has occurred in this case, and a replacement or repair is needed and the outfit needs to be returned to Pakistan, the customer will bear the full costs of shipment/alteration/replacement.

***IF A CUSTOMER REQUESTS THE ORDER TO BE POSTED IN THE UK/OVERSEAS***

We will post the garment(s) to a customer within the UK/Overseas after fully checking and inspecting the garment(s) in-store. We will not send any garment(s) if its damaged or there is any fault, we will notify the customer of this. Please note that in transit in the UK/Overseas, if the garment is damaged we will not be held liable. We will send images of the garment as required by the customer prior to despatch. All balances including shipping will be paid by the customer prior to shipping in the UK. All garment(s) dispatched in the UK/Overseas is done by Royal Mail Special Delivery Guaranteed® with insurance. All loss or damage claims are to be done by the customer directly with Royal Mail.

***RISK OF LOSS***

All purchases made at supplier, are made pursuant to a shipping contract. By purchasing from supplier, the customer agrees that the risk of loss for such items passes to themselves upon delivery of the items. chambeili® will not be responsible for any items lost in transit.

**SIGNATURES:**

***SUPPLIER:***

Full Name: FOZIA QUADDUS, chambeili® UK

Signature: \_\_\_\_\_

Date:

***CUSTOMER:***

Full Name:

***I agree to the above terms and conditions in placing a made to order outfit at chambeili®. I understand the terms of the order process in detail and I am happy to proceed with my made-to-order.***

Customer Signature: \_\_\_\_\_

Counter Signature\*\*\*: \_\_\_\_\_

Date:



## #MADETOORDER #MADEWITHLOVE

chambeili® Retail Store  
149 Bradford Road  
ShIPLEY, BD18 3TJ  
United Kingdom

**Tel.** +44(0)1274 598669

**Email.** [custom.orders@chambeili.com](mailto:custom.orders@chambeili.com) • [fozia.quaddus@gmail.com](mailto:fozia.quaddus@gmail.com)

**Web.** [chambeilibridal.com](http://chambeilibridal.com)

**We accept all major credit cards & bank transfer**

