

Standard Terms & Conditions of Supply and Services

In these conditions Wedding Secrets Limited is called the Company and any individual firm, company or other party with whom the Company contracts is called the purchaser. The goods mean the goods which shall be the subject of the Contract between the Company and the Purchaser. The Price means the prices specified in the Company's quotation, acknowledgement and / or other communication.

Any contract for the sale of goods howsoever made between the Company and the Purchaser hereinafter called the Contract shall incorporate and be subject to these Conditions. The only terms of the Contract shall be those contained expressly or by reference in the Company's acceptance of order form and any representation or warranty written or oral made or given prior to the Contract is hereby expressly excluded. In the event of the Purchaser seeking to incorporate special conditions into the Contract such special conditions shall not apply unless they are accepted and agreed in writing and signed by a director of the Company.

1. Appointment Bookings:

All bookings will be made by the owner of the Company or a Company employee.

All appointments will take place at the premises of the Company as stated above unless otherwise arranged by exception.

2. Pricing:

2. Unless otherwise provided in the Contract

2.1 price of goods shall be those ruling at date of receipt of order or if pursuant to a valid quotation the price stated in the quotation.

2.2 the price is inclusive of Value Added Tax or any other tax duty tariff or charge arising in the United Kingdom or elsewhere.

2.3 unless otherwise stated all prices are exclusive of delivery, packing and insurance charges. The delivery prices will be given on an individual quotation basis prior to placement of orders.

2.4 the Company reserves the right to impose a minimum order charge.

2.5 in respect of Contracts under which the Company sells outside of the United Kingdom the Purchaser shall pay in pounds sterling.

3. PROPERTY

3.1 The Company and the Purchaser expressly agree that until the Company has been paid in full for any goods, such goods shall remain the property of the Company

4. Payment

4.1 Option 1: A 50% (fifty) percent non refundable and / or non transferable deposit will be taken from the client by the Company upon order. The balance will be paid by the client to the Company upon receipt of the product prior to any alterations taking place.

4.2 Option 2: A wedding account will be set up if requested. A 25% non refundable and / or non transferable deposit must be paid and the balance will be paid via EZIPAY in monthly instalments from a minimum of 3 to a maximum of 12 months. The first instalment will be paid the month following placement of the order & payment of the deposit. All payments must be paid monthly directly to EZIPAY – a contract will be established and additional terms & conditions will apply (see EZIPAY contract).

4.3 The Company requires full payment to be cleared before shipment / collection is made. If the Company cannot comply with the delivery dates of the Contract the Purchaser is well within his rights to request a refund.

4.4 The Purchaser may pay in full for their products prior to delivery however the non refundable deposit still stands.

4.5 Payment will be accepted by the Company by cash, cheque (with a cheque guarantee card) or Credit Card with PIN verification.

4.6 When a cheque payment is taken from a client, the Company will wait for the cheque to clear before providing a confirmed order. In these instances the Company will provide the client with notice within 7 (seven) working days maximum of receipt of the deposit / order should there be any issues. Whereby the transaction is cleared the Company will have no need to contact the client until the items are ready for collection.

5. Order Placement:

5.1 All orders will be confirmed in writing between the Purchaser and the Company. Each Purchase Order shall quote the item(s) name or code and contact details for client (address, telephone number and email address) along with a copy of the invoice. Upon receipt of the invoice this commits the Purchaser to the Company's standard terms & conditions however this will not affect their statutory rights.

5.2 Body measurements at the point of order will be taken and the appropriate standard dress size ordered against these measurements in accordance with the designers own measurement charts. The Company will not be held responsible for changes to these body measurements at the time of collection. The Purchaser will be made aware of possible alterations whereby the client is not a standard size with regard to the size charts provided by each dress designer / supplier.

6. Alterations

6.1 Contact information can be provided for an external alteration service however the Company do not accept responsibility for any alterations to products made by external suppliers even those recommended by the Company once the product has been deemed collected by the client.

7. Delivery:

7.1 Due to workmanship and volumes of work a quotation will be provided to the client for the delivery time. This will generally be

7.2 Approximately 14 (fourteen) weeks for wedding, bridesmaid and evening dresses unless an express delivery is requested and the additional charges paid.

7.3 Approximately 6 (six) for bridesmaid and / or 8 (eight) weeks for wedding gown express deliveries.

7.4 Approximately (4) four weeks for tiaras & jewellery.

7.5 Approximately 3 (three) weeks for shoe purchases

7.6 Approximately 3 (three) weeks for shoe dying additional to any purchase of the shoes

7.7 All other products and services will be quoted.

7.8 We advise clients that 5 (five) months is preferable prior to the event date to order all products as this allows plenty of time for ordering, alterations, trials and availability of dates for services offered.

7.9 All orders which are delivered directly to a client will attract an additional shipping charge which will be quoted per each order.

7.10 All orders collected from the Company will not attract a delivery charge.

7.11 All delivery dates are approximate dates. The Company cannot be responsible for problems arising from force majeure, acts of God, and for HM Customs and / or flight delays.

8. Packaging

8.1 All dresses ordered will be available for collection in the best possible condition i.e. pressed / steamed and packaged in protective gown carriers which are included in the price of the gown. No discounts will be given whereby the gowns do not require this service.

8.2 All other products e.g. tiaras, jewellery, shoes and favours will be provided in protective packaging.

9. Returns Policy:

9.1 A returns procedure is not offered on any of the items provided by the Company or its suppliers unless damaged, as designs / products / services will be approved by the client prior to collection ./ use.

9.2 Any change of mind by the client after completion of the designs / products / services and after which the product has been taken off the Company premises or delivered direct to the client, will not entitle the client to a refund.

9.3 Only if the goods are faulty or damaged on arrival / collection may the client return the goods and be entitled to a full refund of the order. This is on the basis that the client contacts the Company by telephone (02920 882212) within 24 hours of receiving the goods. Replacement goods will then be provided where deemed appropriate, but only if the following procedures are adhered to:

i. First contact will be with the Company by telephone upon receipt of the order and then confirmation by email or post within 7 (seven) days.

ii. The goods will also be delivered back by the client to the Company in person or via recorded or special delivery (paid for by the client). Proof of postage must be acquired also. This must be carried out in 7 (seven) days of receipt of the order.

iii. Goods need to be in the original packaging to which it was sent out in and undamaged where possible.

iv. The Company will not accept goods in different packaging other to what it was originally packaged in or used in any way.

v. All returns will be refunded within 30 (thirty) days of receiving the goods.

vi. The extent of the damage or fault will be reviewed by the Company prior to providing the refund to the client.

10. Cancellation Policy

10.1 Cancellations must be made in writing to the Company a minimum of four (4) weeks prior to the wedding date and / or collection date whichever is the soonest . **The deposit placed at the point of order is non refundable and non transferable due to the costs outlaid by the Company. The dress will remain the property of the Company unless the balance is paid in full.** Acknowledgement and refund of any balance of monies paid over and above the deposit will be made within seven (7) working days from receipt of the cancellation letter. The order maybe cancelled within 7 days of receipt of the order whereby a full refund will be given.

11. Data Protection Policy

11.1 Under the terms of the Data Protection Act 1988, the Company inform the client that the completion of any forms for the Company or providing the Company with your personal data verbally is completely voluntary and that you have given explicit consent to the Company to record, in manual and electronic form, the data you have supplied. It will be used for the purposes of informing you about the Company events, activities and items we think you may find of interest or benefit. It will not be provided to any other third parties.

12. Complaints Procedure

12.1 All complaints should be made in writing to the Director of the Company. Acknowledgement of all complaints will be made in writing within 7 (seven) working days from receipt of the written complaint. These will then be reviewed by the Company until an acceptable agreement between both parties is made.

13. LAW

13.1 This agreement shall be deemed to have been made in England and the construction validity and performance of this Agreement shall be governed in all respects by English Law.

Signed for and on behalf of:

Wedding Secrets Limited

Signature



Print Name: Emma Camilleri

Position: Director

Date: 16th March 2007