

PUSSY WILLOW

Terms and Conditions

The terms and conditions set out below apply to all sales made by PUSSY WILLOW unless separate written agreement has been reached between PUSSY WILLOW and the customer.

Deposit & Design

All deposits are non-refundable. No orders are processed before a 50% deposit of the total sale price has been paid in advance.

Once the design and style of a garment has been agreed and the fabric has been cut no additional changes can be made. If the client requires further changes to the design thereafter, additional costs will be incurred.

Payment

Payment in full must be received on collection of the garment(s). When the items are ready for collection the client has a 30 days period in which make payment in full whether the item has been collected or not. If payment in full is not received within this period legal action may be taken to recover the outstanding balance.

Method Of Payment

1. Credit cards: MasterCard, Maestro, Visa, Visa Electron and American Express.
2. Account to account transaction

Cancellation Right

An order may be cancelled before the production process has

commenced. Once the deposit is paid the customer will accept that the production has commenced and thereafter the right to cancel no longer applies.

PUSSY WILLOW will not take responsibility for the accuracy of measurements carried out and supplied by the customer.

Replacement, Returns & Refunds

On receipt of the finished garment the customer has a two week period during which to inspect the item and draw attention to any faults in manufacture. Provided that the garment has not been tampered with any faults will be corrected. Complaints regarding a fault that can only be detected once the garment has been worn must be reported immediately and the clothes may be returned for repair, replacement or a possible refund subject to agreement.

PUSSY WILLOW clothes are made to individual body measurements and choice of fabric, and the company is unable to offer a full right of return as the customer's unique item cannot be sold on.

The customer has no right to compensation or refund if damage, fault or wear and tear occurs to garments through incorrect use or lack of care.

Delivery

The delivery time is from three to six weeks from the date the deposit is received. During holidays delays of a few more days must be expected. Special orders such as bridal dresses have a longer delivery time, which will be discussed and agreed with the customer when an order is placed.

If PUSSY WILLOW for any reason fails to deliver a garment within six weeks after the deposit is received the customer will be given a 10% discount on the total sale price.

Risk of Loss and Damage to Products

If the customer fails to collect the garment from the shop premises and wishes it sent or delivered to the customer by post or courier PUSSY WILLOW will not be held responsible for any loss or damage to the garment.

PUSSY WILLOW will store uncollected garments for a maximum of three months; thereafter they will be sold, removed or destroyed.

PUSSY WILLOW 2009