

## Order Policy/Contract Form

Please read, sign, and fax to us: Vancouver fax 877-907-7483, Calgary Fax 855-898-4689

Thank you for choosing Frocks for your special occasion needs. We are happy to assist you in any way we can and are confident you will be pleased with your dresses. In order to process your order, we need you to read, understand, agree and sign-off on the following:

### ordering

In order to ensure fabric availability, time for shipping, and alterations, we recommend ordering at least 5 to 6 months before the event. Allow additional time if shipping directly to you is required.

Frocks requires full payment upon the ordering of your dress. Applicable taxes will be charged on all sales. As all of our dresses are made to order, we will not process the order until we have received this signed form and full payment.

*Completed garments must be picked up from Frocks within 7 days of notification that your dress is ready.*

### fabric

As many of our dresses are made from quality hand-woven silk textiles, slight variations may result from the weaving and dyeing processes. These should not be considered defects. We can provide you swatches, but please be advised that the colour of the finished dress may differ from the swatches due to different dye lots. If you are ordering several dresses, we recommend placing the order together to avoid differing dye lots.

### sizing

Our entire collection of dresses, skirts, shells and jackets are made from standard sizes and are ordered by size only – *the garments are NOT made to your measurements and alterations SHOULD be expected.* Please refer to the relevant sizing chart to see which size category you best fall into. We recommend choosing the larger size if you fall in between sizes. It is much easier to take in than let out a dress! If a client chooses to order a size that is smaller than their measurements, we will not be

responsible for a dress size that does not fit. If measurements are taken elsewhere, the customer is responsible for those measurements, and if a new dress is needed due to incorrect size, the client will be charged full price.

### pregnant/post-pregnant clients

We will do our best to assist with determining sizing for pregnant/post-pregnant clients, however, the final size decision will be the client's. If a client becomes pregnant or anticipates greater size reduction post-pregnancy, Frocks will not be responsible for remaking a new dress and the client will be charged full price (plus applicable rush fees) for a new dress if required.

### alterations

Frocks does not offer alteration services. *Please remember our dresses are made to order, not custom made to your specific measurements and alterations should be expected. The price of the dress/garment does not include alterations.* All garments can be adjusted after you receive them and we are happy to recommend an alterationist if needed. We are not responsible for any alterations needed after you receive the garment from us.

### hem line

Our designers have standard hemline lengths. Additional charges will apply for extra length. Shorter lengths will require alterations (at your expense) after the dress is received.

### returns

ALL SALES ARE FINAL and, as the dresses are made to order, there are no returns or exchanges. *Concerns with the finished garment must be raised with Frocks within 48 hours of receipt.*

I have read, understand and agree with all terms stated in this Contract/Policy Form.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Today's Date

\_\_\_\_\_  
Name (*printed*)

\_\_\_\_\_  
Bride's Name

\_\_\_\_\_  
Dress Size