

# LeNique Company Policies

## **Shipping**

We never send anything out without a written/verbal confirmation of exactly where, when and how to ship your package. Our preferred shipping vendors are UPS and FedEx, although we will be happy to send your package with any shipping provider you choose. Shipping and Insurance charges are not included in the price of our products and must be paid for prior to shipment.

## **Refund / Exchange Policy**

If for any reason you are not satisfied with your purchase, we will be happy to exchange your unused gown within 7 days of your purchase. LeNique cannot exchange any gown that has been worn or is not in its original condition. Please note, we do not offer refunds on any purchase. Buyer agrees to these terms & conditions upon deposit on purchase.

## **Terms & Conditions**

### Warranty & Remedy

Seller expressly disclaims any implied warranties of merchantability or fitness for a particular purpose. Seller expressly notifies buyer that sales personnel lack the requisite power to make any express warranties. Further, Seller makes no express warranties. Seller expressly limits any potential Buyer's remedy to repair or replacement of the garment only upon a termination by Seller that garment failed in the absence of Buyer's mishandling, misuse of damage. Seller expressly disclaims any other remedies including those for economic, non-economic or consequential damages.

**Return Policy:** Seller's return policy is expressly limited to, unworn, undamaged garments within 14 (fourteen) days of purchase only for store credit; Seller never offers refunds for any purchase, for any reason. All store credits must be used within 120 days (6 Months) of the credit being issued.

**Payment:** Payment in full is required to obtain garment possession. A Minimum 50% deposit is required to hold any garment until payment in full has been made. A minimum 50% deposit is required before any alterations, adjustments, or custom orders will begin production. Payment in full is required two weeks before any garment is delivered to buyer. Payment plans must be clearly indicated on the receipt.

We accept, Credit cards: Visa, American Express, Mastercard.

Paypal, Cash, Check or Money Order. Store Credits and LeNique Gift Certificates.

**Shipping:** All garment are sold FOB Seller. Buyer may pick up garments in person or arrange to have them delivered. Seller will verbally confirm with Buyer delivery address, mode of delivery, and timing of delivery. Shipping charges are not included in the price of the dress and must be paid prior to shipment.

**Custom Orders:** Custom garment orders generally require between 6 (six) and 8 (eight) weeks to complete. Seller does not guarantee the availability of rush production. However, in limited cases, rush production and delivery will be subject to additional fee's. Rush fees - A 25% surcharge for orders within 14 days, 50% within 7 days, 100% within 48 hours.

A deposit of 50% of the total purchase price is required at time of order. The outstanding balance and shipping charges are required prior to goods being shipped or collected.

A \$100.00 deposit is required to receive a copy of your customized design sketch and/or fabric samples.

Garment production will begin after approval of the design sketch and fabric samples, and after we receive the buyer's most recent measurements. Following approval, alterations or additions to the initial design are subject to additional charges and must be paid at the time of alteration or addition.

**Alteration:** When measurements are taken by one of Seller's representatives we offer one complimentary alteration, with regard to the actual fitting of the garment, within 14 business days.

All other Alterations will incur additional charges. A minimum 50% deposit based on the garment's price is required before any alterations to a buyer's garment will begin. Seller will provide buyer with as accurate an estimate as reasonably possible for alterations charges. Seller will notify buyer of this estimate during the actual alterations. However, Seller reserves the right to change alterations estimates.