

THE
*Wedding
Embassy*
AT THE
OLD PIN SHOP

SHOP POLICIES

For more information about working with WE please visit our FAQ page on our website.

Shopping by appointment is preferred, though we will always try to provide walk-ins with the opportunity to browse our racks. Walk-ins may not be able to try on gowns due to lack of fitting rooms or sales people, we are happy to schedule an appointment.

We ask that you do not bring FOOD to your appointment. We are happy to suggest a local lunch or dinner spot! Shopping is a celebration, but we must insist champagne be reserved for a celebratory toast. Only one bottle is allowed per party, no mixers, and no other alcoholic beverages.

ABSOLUTELY NO BEVERAGES OR FOOD ARE ALLOWED AT SHOW-&-TELL APPOINTMENTS, ALTERATIONS, AND/OR INFORMAL FITTINGS.

DEPOSIT & BALANCE PAYMENT:

A 60% (bridal) / 50% (all other garments) deposit is required on all garments. All other items and services must be paid in full. Gown balances are due at your first formal fitting (with a seamstress, approximately 8 weeks prior to the provided wear date). A gown cannot leave the store and a seamstress cannot begin work on your gown unless it is paid in full.

HOLDS:

Sample garments may be held for (1) 24 hours with no fee, (2) 3 business days for \$50, (3) 7 business days for \$100. If you choose to purchase a sample garment your hold fee will be applied as a payment towards your purchase. Garments may be held ONCE, a hold may not be extended. If you do not choose to purchase the garment your hold fee will be refunded.

RETURNS AND REFUNDS:

Gowns that have been ordered, customized, that are in production, are in transit from the manufacturer, and/or stored at the Wedding Embassy cannot be returned or refunded; they can be forfeited. Gowns that have been altered, dry-cleaned or are in the process of being altered/dry-cleaned CANNOT be returned. All alterations and/or cleaning costs must be paid in full by cash or credit card. Gowns that have been paid in full/picked up/left the store CANNOT be forfeited, returned, or refunded; the sale is complete and final.

FORFEITING A DRESS:

If you choose to forfeit your gown you do not need to pick up the gown or pay the remaining balance, however the Wedding Embassy will retain your deposit and your gown will become property of the Wedding Embassy. You will no longer be obligated to the gown and will not receive any other/additional type of refund or reimbursement. Gowns left at WE, without paid balances, after the wear date will be considered forfeited and will become the property of The Wedding Embassy.

SAMPLE GOWNS & ACCESSORIES may be returned within 14 days* for a refund, minus a re-stocking fee (\$100 Wedding Gowns, \$25 Bridesmaids and Accessories priced at \$200 or more) and any additional dry-cleaning fees, in the form of check or credit card refund. *Returns will not be accepted after the original wear / wedding / event date. NO CASH REFUNDS WILL BE GIVEN.

POSTPONED WEDDING POLICY:

It is the customer's responsibility to notify WE of any change to the wedding/event date in writing; email weddingembassy@gmail.com. If your wedding date is changed/postponed, we require your dress to be paid in full and picked up by the original wear date. If you require us to hold the dress in the shop, a \$40/per month storage fee will be applied to gown with open balances.

SIZING AND STYLE DISCREPANCIES:

Review your sizing and measurements carefully with your consultant. Ultimately, though we will provide you with as much guidance as we can, your size is your choice. Special order garments cannot be returned or refunded due to sizing issues. The Wedding Embassy is not responsible for sizing discrepancies due to weight or height fluctuations, (if body measurements differ from those taken when the gown was ordered) pregnancy, changes in undergarments, shoes, or accessories. Style and color preferences for bridesmaids dresses are at the discretion of the bride.

FORMAL WEAR SIZES ARE NOT THE SAME AS RETAIL CLOTHING, DO NOT ORDER BASED ON YOUR RETAIL SIZE!

Always expect your gown will need some type of alteration for it to fit perfectly. Whether you use in-house alteration services or seek them elsewhere, those costs are your own.

ALTERATIONS:

COST: Sales associates cannot give alteration price quotes, please consult a seamstress. A sales associate may suggest alterations or indicate that one size or silhouette may be more successfully altered than another; this does not mean the alteration will be less expensive.

Alteration Caps are the most a seamstress at WE can charge a bride who has purchased at WE, to alter a gown. Caps include all basic alterations performed on existing seams/construction, to make the gown fit more appropriately. **Caps DO NOT INCLUDE custom alterations, style/design changes, maternity alterations, beading, sample gowns or outside alterations.** Alteration prices are subject to change.

BRIDAL CAPS: \$400 | \$500 | \$600 depending on style

BRIDEMAIDS CAP: \$75 | \$85 | \$95

SCHEDULE: First fittings are booked 2 months prior to your wedding date. The Wedding Embassy reserves the right to decline alteration services if the first fitting is not scheduled within 1 month of the wedding date. First fittings booked within 3 weeks of the event may incur a rush charge (in addition to alteration "cap") of \$50 for bridesmaids, mother-of, & flowergirls. A rush fee of \$100 is applied for wedding gown first fittings scheduled within 4 weeks of the wedding date. Please provide us with 24 hour notice of cancellation by phone or email. Rescheduling can take up to 2 weeks. Between May 1st & October 15th we cannot provide alteration services for garments that were not purchased from WE. Seamstress availability is subject to change.