

TERMS & CONDITIONS

GARMENT CARE ADVICE

REST

Suits, particularly trousers, need rest from wear. They should ideally be worn in rotation with several other suits to prevent excessive and premature wear. Be good to your suit and it'll serve you well. To get the best value out of your suit we recommend an extra pair of trousers.

HANG

Where possible, always attempt to hang your jacket on a hanger to retain the shoulder form. If there isn't a hanger available using the loop in the collar is the next best thing.

A good way to hang trousers is clipped from their base, undone at the waist, using the front press line as a guide. Equally, half-folded over the trouser rail of the hanger is perfect too, but carefully match the press line on the fronts (which is the way you get them from us).

BUCKLE UP FOR SAFETY

It's a tricky one to make a habit of, but always take your jacket off before getting in the car. Seat belts wear the jacket shoulder and lapel. Sensible German cars tend to have hangers.

SO FRESH, SO LIGHT

Suit Shop is a light weight specialist so we like to deal with many beautifully light-weight merino wools. While these are relatively strong for their weight, some won't have the lifespan of a more robust double weft cloth over about the 270gm/m mark. Your tailor will discuss what is most appropriate for your needs.

PUMP THE BRAKES

Save some cash at the dry cleaners by making less visits. Two to three times a year is probably enough for most suits if you're using them in a good rotation. Often a pressing is enough to freshen up the garment. Hang them outside in the cool and moist night air (under cover and in the suit bag). This will gently rehydrate and recover the cloth.

If your garment is soiled in only a localised area (the food that didn't go in your mouth) ask for a spot clean only. For the olive oil drops that also didn't go in your mouth, apply talcum powder in a small mound onto the spot, then dust off after 12 hours.

Ask your dry cleaner nicely to cover the horn and shell buttons in foil, so they don't erode. (This shows you how caustic the chemical process of dry cleaning really is, wool is certainly tough but not that tough)

SHIRTINESS

Cold machine or hand wash your shirts (at < 30 deg c is best). Please only dry clean or commercially launder shirts at your own risk. The process is a little too harsh and the subsequent pressing is often aggressive.

MAN BAGS

Go for a set of wheels. Hanging bag straps over your shoulder may displace the interlinings over time (a doctor told me it's not great for your spine either).

BLIND STITCHES

In your trouser hems (and the hem of an unlined jacket) we use blind stitching to secure the hem. This is designed to break so that the cloth itself isn't damaged. It's easily recovered, so just drop them in and we'll do it in minutes. A good trick is to put your socks on before you put your trousers on (a la Tom Cruise in that movie, a great look..).

BUTTONS

Like fingers, buttons don't like wardrobe doors closing on them. If you crack one just drop it back and we'll fix on a new one. Easy. Our buttons are attached with long strong stems, occasionally one might unwind over time, don't despair, it's easily fixed.

MAINTENANCE

Suits are very strong but they deal with a lot, so like your car, expect maintenance to be required at times.

Wear and Tear (Disclaimer)

- Wear and tear is normal and eventually unavoidable. Suit Shop is not responsible for wear and tear of a garment. Please read the garment care advice and take advice and cautions from your tailor to prolong the life of your garment.
- Some specific wear and tear is a result of idiosyncratic behaviours, habits and also certain body shapes (So, it is often unfortunate and unavoidable for the unlucky some. Consult your tailor for the most appropriate cloth if you know you wear in certain areas).
- Trousers wear in the fork is reasonably common for some men who rub in this area. More delicate and luxurious cloths will fail quickly in these conditions and attempting to solve the problem with an added silk saddle will only delay the expected. It's not a comprehensive solution. It's unavoidable in many cases and wool suiting cloths may never hold up in the very worst of cases.
- All clear cut merino fabrics we keep in our collection top-scored in the Martindale Pill test.
- Trousers and jackets in some areas employ blind stitching. Blind stitching is used so that it breaks before the cloth is damaged (as a preservation measure). The hem at the base of a trouser is blind stitched for this reason. To avoid constant 'kick-outs' please put your socks on first and take care putting your foot through the trouser leg's base. It's easily fixed and we'll do this for you.

Adjustments

After your first appointment with a Suit Shop tailor, a second fitting will be organised once the garment is made. During this second fitting the tailor will determine, with you, whether any adjustments need to be made. All adjustments that need to be made are conducted in-house at no cost to the client. In the odd case that a garment cannot be adjusted reasonably, Suit Shop will organise for the client to be re-fitted and the garment will be remade. There is no cost to the client undergoing this process.

Returns & Refunds

Suit Shop is committed to our customer's satisfaction with respect to the garment's quality and fit. Because garments are tailored to a customer's specific fit returns will not be accepted. Unless a garment is replaced by Suit Shop once the original is deemed, at the absolute discretion of Suit

Shop management, not fit for purpose.

Vouchers

Vouchers are valid for 3 years from date of purchase. The voucher must be presented when wishing to redeem it. Vouchers are non-refundable.