

TERMS AND CONDITIONS

ORDERING A DRESS – BRIDAL, SPECIAL OCCASION WEAR AND BRIDESMAIDS DRESSES

After the initial consultation and the choice of dress has been decided, a non-refundable deposit of 50% of the total cost of the dress, is charged on placing the order. Dresses can be made to order as a bespoke design or a dress can be commissioned from our collection and made to measure. The terms and conditions are the same.

Unless dresses are damaged, defective, or incorrectly delivered (i.e.: incorrect item is delivered, delivered after wedding date, delivered to address other than provided at time of order, etc.), they CANNOT be returned or exchanged.

As stated clearly throughout our website, we do not accept returns or exchanges on our special occasion/made to order items ie: dresses. All dress sales are final. Returns or exchanges are not accepted due to incorrectly ordered items, dislike of style, fit, or colour, cancellation or event or any other reason.

PRODUCT INFORMATION

We often change or update the items offered on our website as well as the options and details associated with those items. We cannot guarantee that an item displayed during a previous visit will be available when you visit again. Discontinued styles, colours, sizes, etc. will be removed as soon as possible. We reserve the right to make changes to the website and its contents without prior notice.

Jacqueline Doxey Design Couture strives for accuracy in all item descriptions, pictures, availability and delivery options, links, pricing and any other item-related information contained in or referenced on our website. Due to typographical error, human error, incorrect or updated information we cannot guarantee all item-related information is entirely accurate, complete or current and Jacqueline Doxey Design Couture cannot assume responsibility for these errors. In the event of an error in an item's description, pictures, availability or delivery options, pricing, etc. due to typographical error, human error, incorrect or updated information, Jacqueline Doxey Design Couture reserves the right to refuse or cancel any orders placed for these items and immediately correct and/ or remove the information.

Orders placed for items with incorrect or inaccurate information may not be honoured and may be refused or cancelled regardless of confirmation or credit card charges. If a card has been charged, the customer shall be credited for the full amount of the charge. Should this happen for an ordered item, the customer will be notified immediately and the customer always has the option to reorder the item at the corrected price or with corrected information.

All items on our website are for sale. We do not rent dresses, shoes, accessories, etc.

PAYMENT

Jacqueline Doxey Design Couture accepts Pay Pal, Cheques and cash only. Personal cheques are only available as a payment option directly in the studio at the time the order is placed. Once we receive the cheques we will submit it to our bank for clearance. After the cheque has cleared with our bank, we will then process your order. Orders will NOT be processed, ordered, or shipped until personal cheques have cleared. Cheques made payable to J Doxey.

We are not responsible for problems that may occur in shipping/mailing!

If the item you ordered is not available and we are unable to find an acceptable alternative for you we will issue you a refund cheque for the full amount of the purchase. Please allow 2-4 weeks to receive this. We are not responsible for problems (including loss or delivery problems) that may occur in mailing of refund cheques. Should you not receive your cheques within 4 weeks we will reissue you another for the full amount minus a £25.00 stop payment fee for the original check.

RETURNS/ EXCHANGES on ALL ITEMS

We do not accept returns or exchanges on our special occasion/made to order items ie: dresses. All dress sales are final. Returns or exchanges are not accepted due to incorrectly ordered items, dislike of style, fit, or colour, cancellation or event or any other reason.

Our accessories suppliers do not accept our returns on items unless they are damaged, defective, or incorrectly delivered (i.e.: incorrect item is delivered, delivered past wear date, delivered to address other than provided at time of order, etc.). Therefore, we may only accept returns or exchanges from our customers under the same conditions. If this should happen, please accept our apology and notify us within 3 business days of the problem so that we can correct it for you as quickly as possible.

Our return policy is very strict so that we may continue to offer you competitive prices on quality merchandise. It is your responsibility, when placing an order, to understand and abide by this policy.