

TERMS & CONDITIONS

1. Please allow a lead-time of 14 days on all orders. Lead-time will commence once an invoice is issued.
2. You may furnish us a POP but is important to take note that an invoice will only be issued once we acknowledge funds on our business account.
3. It is important to note that accessories, undergarments, shoes, belts are solely used for advertising purposes. We urge consumer to read the product description and/or caption.
4. A size chart and/or guide will be provided to the consumer for sizing purposes. If you are unsure of the correct size for certain patterns we encourage consumers to use a measuring tape and not rely on any other method of measuring. It is advisable to order your correct size and not rely on the stretch factor of fabric- stretch is merely for comfort and not fit.
5. The product item excludes shipping and handling costs.
6. Sale items can not be exchanged under any circumstances.

RETURN POLICY

1. Since our garments are produced on order and as per your size specifications, we do not offer refunds.
2. Size exchanges will be declined on items that have been tempered with, this includes alterations and labeling/tags on the items. Size exchanges will only be administered within 7 days of delivery of item.
3. Please note that items being returned for the wrong size cannot be refunded but can be exchanged for either a bigger or smaller size. This process may take up to 5 days once receipt of item, this is because we may not readily have your correct size on hand and may need to alter or possibly redo your item. Alterations will be at no cost. In the event where we have to redo an item, 20% of the item price will be payable by client.
4. The consumer is therefore liable for all shipping costs
5. For a hassle-free return, we urge the consumer not to try on item upon delivery if they are wearing makeup and perfume.
6. We reserve the right to decline a size exchange if we pick up any marks, stains, deodorant stains.

SHIPPING

1. All items are shipped via door-to-door courier on weekdays (Monday to Fridays) during office hours , 9am to 5pm.