

Ordering Process Information

Thank you for choosing The Bridesmaid's Store! We appreciate your business, and we are always happy to answer any questions you may have. In order to assist you with placing your order, we have detailed our policies below. Please see any consultant if you have questions about the following information. We look forward to working with you!

We are dedicated to offering our customers the lowest possible price. In order to do so, we ask that the bride, or a designated contact person, manage the bridal party's order, as follows:

- 1) The Bridesmaid's Store does not set a deadline for ordering. Bridesmaid dresses typically take 3 – 3 ½ months to come in (shipping dates vary by designer), and we want assure that there be ample time for any necessary alterations. Therefore, we suggest the bride set a deadline for her party to have all orders in to The Bridesmaid's Store 5 months prior to the wedding date. Rush ordering is available for some designers for an extra fee. Please ask any consultant for details.
- 2) We ask that the contact person explain to the bridesmaids how to use the "Bridesmaid's Order Form." The contact person will need to follow up with The Bridesmaid's Store to ensure that all orders have been received. The Bridesmaid's Store cannot be held responsible for making sure that all orders are placed in a timely manner.

Bridesmaids that cannot come into the store personally to place their dress order, should fax or mail their order form, or have the contact person fax or mail it to us. **ALL FORMS MUST BE SIGNED.** Orders cannot be taken over the phone. **NO EXCEPTIONS.**

Bridesmaid dress orders will not be processed until **all** members of the bridal party have been measured and the deposits are received. The entire party's order is placed at once – **not individually.** For example, if you have 5 bridesmaids, we do not submit the order to the designer until all 5 bridesmaids have submitted a signed order form and paid the deposit. It is the bride's responsibility to ensure all deposits are paid by the deadline she sets. If an order is placed after the deadline, **ALL MEMBERS** will be charged a **RUSH FEE**, regardless of when they paid their deposit.

Once the order is placed to the designer, it receives an approximate ship date of 8-14 weeks from the day of processing (depending on the designer and whether it is a regular order or a rush order). It then takes an additional 5-7 business days to arrive at The Bridesmaid's Store. If an order does run late from the manufacturer, any upgrade in shipping will be at the bridal party's expense. All dresses must be picked up within 2 weeks of delivery (even if the dresses come in early) or they will become property of The Bridesmaid's Store. **PLEASE REMEMBER, ALL DELIVERY DATES ARE APPROXIMATE: DRESSES CAN ARRIVE UP TO 2 WEEKS EARLY OR 2 WEEKS LATE.**

The contact person will let each bridesmaid know what the total cost will be. Bridesmaids can either pay in full or a minimum of 60% of the total price of their order (including any sales tax or additional fees) when they submit their order form.

There are no refunds, returns, or exchanges allowed.

Alterations are not included in the price of the dress.

We want to make your ordering process as smooth and stress-free as possible, so please feel free to ask us any questions you have about your order. Thank you for your cooperation, and again, we thank you for your order.

Bride's Signature: _____ Date: _____