

## **Bridesmaid Phone Orders: Important Information**

Thank you for choosing Michele ~ a Bridal Boutique! Please read all of the following information before beginning your process of ordering your bridesmaid dress via phone.

We ask that all bridesmaids in the wedding party place their order in our boutique so that they may be properly and professionally measured and sized for their dress. However, because many bridesmaids are not in a reasonable proximity to our boutique, we do accept orders via phone. In these special circumstances in which a bridesmaid is not able to come to our boutique we ask that you make every effort to adhere to the following information. Keep in mind that you alone are responsible for your measurements and therefore, your dress size, however we are always here to help guide you through the entire process.

### **Measurements:**

- Measurements should only be taken by a reputable professional at a tailoring shop or specialty dress shop. You should never take your own measurements or have a friend take your measurements, there is far too much room for error, which will almost always result in ordering the improper size, thus requiring more alterations than are necessary.
- The required measurements to order a bridesmaid dress are **Bust, Waist, and Hips**.
- When measuring, we ask that you stand up straight with your eyes looking forward and your feet together.
- Measurements cannot be accurately taken over clothing. We recommend that you only wear your undergarments.
- When being measured, you should wear the undergarments you plan on wearing the day of the event. If you are wearing a bra with any kind of padding, it will affect the bust measurement and may result in you needing to order a size larger than you might expect. Body Shapers (ie. Spanx) will naturally decrease your measurements and should only be worn while measuring if you plan on wearing that particular garment the day of the event.
- The waist measurement must always be taken at the smallest part of the natural waist. A common misconception is that the waist is much lower than it actually is. It is not at your naval. The location of the natural waist will vary from person to person, but it is typically centered between the bottom of the bust and the naval.

- The hip measurement should be taken at the widest part of your hips and rear, which is typically located nine inches below your natural waist.
- Depending on your height and the shoe heel height that you plan on wearing, you may be required to order your dress with Extra Length, which will require an additional fee from the designer. Please inform your consultant if you are taller than 5'7" before placing your order. The Extra Length fee varies from approximately \$20-\$40 dollars, depending on the designer and the amount of Extra Length needed.
- All designers offer up to size 28 and sometimes higher. If you require a size 18-28 you will be required to pay a Plus Size fee from the designer. Plus Size Fees are usually between \$20-\$50, depending on the designer and the size needed.

### **Choosing a Dress Size:**

- Because you will sign off on the size that you order, you are responsible for choosing your own size. Our consultants can only make recommendations for your size based on your measurements and their experience with sizing.
- As most women do, your measurements may make you fall between sizes. In this circumstance, our consultants will always recommend that you choose the larger size because it is *significantly* easier to take a dress in than to let a dress out.
- If you choose to go with a smaller size, you do accept the possibility that when the dress arrives, it may be too small and will require significant alterations.
- When choosing a dress size, you must choose according to the measurements that you currently are at the time of ordering, not according to the measurements you would like to have. If you lose or gain weight the dress will not fit as well because your measurements have changed. Weight loss or gain after the time of ordering will require additional alterations than are typically expected.

### **Placing Your Order:**

- Before we can place an order for a bridal party, we require that each bridesmaid in the party send us the signed white copy of the Policy Form as well as pay for their dress in full. Until we receive this, we are not able to place the order with the designer.
- Payments for bridesmaids dresses are non-refundable.
- Regular delivery time for bridesmaid dresses is 3-4 months from the day the order is placed.

- Some designers offer Rush Delivery, which means it will be delivered approximately 4-8 weeks from the day the order is placed. Rush Delivery also requires an additional fee from the designer. This additional fee is not subject to any discounting and is usually between \$50-\$80 depending on the designer and timing.
- Once an order has been placed, the designer will not cancel or change any part of the order, thus we cannot change or cancel any part of the order.
- Payment for a bridesmaid dress is non-refundable and if for any reason you are no longer a part of a bridal party, we are not able to refund any part of your payment and you are still responsible for the dress when it arrives.

### **Alterations:**

- When your dress arrives, you will be called immediately, at which time, we can discuss your alteration needs.
- You are not at all required to use our tailors, however, they are available and more than happy to help if you would like.
- Our recommended tailors are very well trusted and experienced. However, they do work independently from our boutique, therefore we are not responsible for any part of their workmanship to your dress.
- Typically all bridesmaids need some form of alterations for their dress to fit properly. The most common alterations for a bridesmaid are a hem and to have the top of the dress taken in so that it fits perfectly snug to the body.
- Other alterations to a dress may include letting the sides out, strap adjustment, bustle, and sewing in undergarments or bust cups.
- The price of alterations varies based on individual need. Only the tailor can give you an accurate price quote based on what she sees is necessary for the specific dress.
- Our boutique is not responsible for any part of the cost of alterations.

Once again, we are here to help guide you through this process. If you have any questions at all please do not hesitate to call or email.

# *Michele ~ a Bridal Boutique*

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## Phone Order Policy Form

Thank you for choosing Michele ~ a Bridal Boutique! We are thrilled to be a part of your special day. We are confident that you will be pleased with the quality and workmanship of your selection. In order for us to process your order, we need you to understand, agree, and sign off on the following before we can place your order over the phone or by email:

### **Order Process**

Once the customer has selected the desired style, color, fabric, and size, a signed copy of the order form and policy form must be completed.

Due to the fact that all dresses are made to order, all phone orders require full payment before the order can be placed.

### **Sizing**

Each of our designers has a size chart. Specific measurements are required in order to determine which size category you fall into. Size is determined by the largest measurement, therefore alterations are usually required when the dress arrives. Because you are placing your order remotely, we ask that you find the most reputable tailor or specialty dress shop in your area and have your measurements professionally taken. We recommend choosing a larger size if your measurements fall between sizes. It is much easier to take a garment in than to let it out. Ultimately, each customer is responsible for getting her measurements professionally taken and for choosing the size she wishes to order. Our consultants can only make recommendations for the best size according to the designers size chart. Once an order has been placed, it cannot be cancelled or changed in any way.

We require that each customer sign off on their size before and order can be placed. Because you are not present at the time the order is placed, you must fax or email us a confirmation of your size before the order can be processed.

Please note your size at the bottom of this form.

### **Fabrics**

Our designers use the finest fabrics. Silk fabrications may contain variations and irregularities, which are inherent in fine silk yarn. These characteristics enhance the natural beauty of the fabric and in no way should be treated as defects. Please note that fabric color may vary due to variations of dye lots and may not be the exact color that was selected from the color card or swatch.

### **Alterations**

We do offer in-house alterations for our customers; however, they are not included in the price of the gown. We recommend that alterations start a minimum of 10 weeks in advance for bridal and 6-8 weeks for mothers and bridesmaids. Please remember that our dresses are made to the size ordered, they are not custom made to your specific measurements. Therefore, alterations are usually required. We are not responsible for any alterations.

### **Delivery**

Our designers require a minimum of 12-16 weeks to manufacture their garments. In order to allow time for proper alterations, we recommend that brides order their dresses a minimum of 8 months prior to the wedding, mothers and bridesmaids a minimum of 5 months. Rush orders can be placed at an additional charge. The lead time and charges vary by designer. Once your dress has arrived, we will call you to begin your fittings. Final payment is due upon the dress' arrival to the boutique.

### **Return Policy**

Due to the fact that our merchandise is made to order, there are no exchanges or refunds accepted. All sales are final.

I understand and agree with all the terms stated in the above Policy Form, especially that I am responsible for the size of my dress.

Customer Signature \_\_\_\_\_

Date \_\_\_\_\_

Customer Name \_\_\_\_\_

Designer \_\_\_\_\_

Style \_\_\_\_\_

Size \_\_\_\_\_