

JENNY YOO

POLICY / CONTRACT FORM

In order to process your order and begin production, we need you to understand, agree, and sign off to the following:

RETURN POLICY There are **NO** exchanges or returns on made-to-order merchandise. All orders placed through a showroom are for made-to-order merchandise. All sales are final. Any concerns or comments must be expressed within 14 days of receipt of your order.

Please note: no changes can or will be made to an order after 48 hours from the time the order is confirmed.

FABRIC / DYE LOT VARIATIONS Please note that due to variations in dye-lots, fabric colors may vary and may not be the exact color you chose from the color card. We recommend the entire bridal party place their dress orders together at an authorized full-service bridal salon. If your bridesmaids are choosing different style dresses in the same color, keep in mind dye-lot variations can and will occur. The only way to ensure dresses are cut from the same dye lot would be to order the same style and color.

SIZING Made to order dresses are **NOT** made to your measurements. We use your measurements to determine the closest size, but alterations are to be expected. Please refer to the size chart to determine your size or contact a Jenny Yoo consultant for assistance. If you fall in between sizes, we recommend choosing the larger size as it is easier to have dresses taken in instead of let out. If measurements are taken by a third party, the client is responsible for the accuracy of those measurements. All final size selections are the responsibility of the client. We are not responsible for replacing dresses due to incorrect sizing. Extra length is suggested for clients who are 5'9" or taller for an additional fee:

- Bridesmaid 3" extra length: \$20
- Bridal 3" extra length: \$100
- Bridesmaid 6" extra length: \$40
- Bridal 6" extra length: \$150

For pregnant and post-pregnant clients deciding on a size, you may estimate your future size at the time the group orders, or you may submit an individual order at a later time. Individual orders placed after the group have no guarantee of being cut from the same dye-lot and would be subject to any applicable rush fees. Flower girl dresses are ordered by standard sizes (2T - 10), please refer to size chart.

ALTERATIONS Jenny Yoo does not offer alteration services. We are happy to recommend professional tailors/seamstresses if needed. **We are not responsible for alterations made by any tailor, or for any garment once it has been altered.**

DELIVERY / LEAD TIME Our standard estimated lead-time is 20 weeks from the time the order is confirmed. We recommend you order in time to have the dress arrive at least 1 month before your event date to allow for any alterations that may be needed.

RUSH ORDER We may be able to provide rush orders with lead times under 20 weeks contingent upon our production schedule. All rush orders must be requested prior to ordering. All orders are shipped Standard Ground (3-5 business days) unless otherwise requested. Rush orders are subject to prior approval.

- **9-11 weeks** - \$40 per bridesmaid dress, \$100 per bridal gown
- **6-8 weeks** - \$60 per bridesmaid dress, \$125 per bridal gown
- **4-5 weeks** - \$80 per bridesmaid dress, \$175 per bridal gown

SHIPPING New York City and Chicago residents may pick up their dresses at a showroom location or choose to have them shipped. There is a \$12 shipping fee per bridesmaid dress, a \$25 shipping fee per bridal dress, and a \$10 shipping fee for accessories. We do not ship to P.O. Boxes. All orders are shipped via Fed Ex Ground. Expedited shipping is available for an additional charge. Packages are not signature required. However, you can request signature required for an additional \$6 fee. We are not responsible for packages without signature required that are lost or stolen.

We offer flat rate shipping options through Fedex for international orders. All duties/taxes/fees are the responsibility of the customer to be paid at the time of order confirmation. We charge \$25 for all orders under \$900, and \$40 for orders over \$900.

TAX New York State sales tax plus applicable county sales tax will be added on all merchandise delivered or picked up within New York State. Chicago sales tax will be added on all merchandise delivered or picked up within Illinois State. For merchandise delivered to New Jersey, clothing and footwear are exempt from sales tax and accessories are subject to 6.875% sales tax.

PAYMENTS All payments must be made in full before we begin production on an order. We accept the following major credit cards: Visa, Master Card, Discover, and American Express.

I understand and agree that I take responsibility for the selections I have made, and that my order is FINAL SALE:

Cardholder's Signature: _____

Date: _____

**Please note your order is not complete until a Jenny Yoo consultant confirms your order via email.*