

## POLICY AGREEMENT FORM

Thank you for choosing Flutter Boutique for your bridal, bridesmaid or occasion needs. We are confident you will be pleased with the workmanship and quality of our designers' dresses. To complete your order, it is essential that you sign and return this agreement to Flutter Boutique as soon as possible.

### ORDER PROCESS

Once the bride/bridesmaid/client has decided upon the desired dress style, color, size, and any other necessary dress information, we will require full payment and signed copies of the order form and policy form before we can submit your order. This is due to the fact that all dresses are made to order, NOT custom made.

### FABRIC

All of our designers use the best possible fabrics and many garments in the collections are made from 100% silk. Therefore, fabrics such as dupioni and shantung may contain variations and irregularities which are characteristics of fine silk yarn. These characteristics enhance the natural beauty of the fabrics and in no way should be treated as defects. Please note the fabric color may vary and may not be the exact color you choose from the color card or swatch due to variations of dye-lots.

### SIZING

All dresses, skirts, and shells are made from standard sizes and are ordered by size only based on measurements. After taking your measurements we will work with each individual to review the sizing chart for the designer to see which size category you best fall into, to provide the best fit. We recommend choosing the larger size if you fall in between sizes. It is much easier to take in than letting a garment out. If a client chooses to order a size that is not recommended by one of our sales associates, the client will sign off on that size. We will not be responsible for a dress size that does not fit after a client has signed off on the size. If measurements are taken elsewhere, the client is responsible for those measurements and if a new dress is needed due to incorrect size, the client will be charged full price. An additional charge will apply for additional hem lengths that may be necessary. Flutter Boutique is not responsible for any alternations that may be necessary to any garment after delivery.

### PREGNANT/POST-PREGNANT CLIENTS

We will do our best to ensure that we order the closest size for any pregnant/post-pregnant client. The best option is to determine a larger size based upon the final measurements at the time the order is placed. If a client becomes pregnant and the order has already been processed, Flutter Boutique is not held responsible for remaking a new dress and the client will be charged full price for a new dress.

### FLOWERGIRL/JUNIOR BRIDESMAID

Flower girl dresses and junior bridesmaid dresses come in standard sizes. You can have the measurements taken at our location. If you are unable to get measured at our location, we can provide you a list of measurements that need to be taken in order to determine a size.

### ACCESSORIES

Wraps, sashes, handbags and other accessories are all made to order, as well. These items are an additional cost not included with the dress. Prices for these items will vary with each designer.

### ALTERATIONS

Flutter Boutique does not offer alteration services. Please remember our dresses are made to order, they are not custom made to your specific size. Therefore, the price of the dress/garment does not include alterations. Most dresses will need some type of alterations. If you decide you need alterations, they can be adjusted after you receive the dress and we can recommend professional tailors/seamstress. We are not responsible for any alterations made after you receive the garment from us.

### DELIVERY

Delivery will be scheduled upon receipt of full payment from the entire bridal party. We recommend that orders be placed at least 14-16 weeks before the wedding for bridesmaid dresses and 18-20 weeks for bridal garments to ensure fabric availability and to allow for alterations, if necessary. This is an average time, which is not guaranteed, as production schedules can vary for each designer.

### RUSH ORDER

We can provide rush orders based on the designer dresses that you have chosen. Rush time periods and charges vary by each designer. Please confirm delivery times and prices at the time of placing the order.

### SHIPPING

Customers may pick up orders at the boutique free of charge. To ship a dress to another location within the continental US, the cost is \$10 (additional fees may apply for multiple dresses). For orders shipped outside of the United States, the client is responsible for any shipping and handling fees as well as any duties and taxes that may be assessed upon pick-up of the package. All shipments will require a signature. If your package is returned to us, you will be charged again for shipping.

### PAYMENTS

All payments must be made in full at the time of the order. We accept Visa, Mastercard and personal checks. A \$30 fee will be assessed for any returned checks.

### RETURN POLICY

Due to the fact that all garments are made to order, there are no exchanges or returns on all merchandise purchased. All sales are final. If you feel something is wrong with your dress and it is defective (not including size, being too big or too small) you must notify us within 5 days of receiving the dress/garment.

I UNDERSTAND AND AGREE WITH ALL TERMS STATED IN THIS CONTRACT/POLICY FORM.

Cardholder's Signature \_\_\_\_\_

Date \_\_\_\_\_

Printed Name \_\_\_\_\_