

# Testarotta Custom Garment Terms and Conditions



Thank you for choosing Testarotta for your custom garment design. Below you will find details of how our custom design process works and to process your custom creation and begin production. We ask that you read and sign the following prior to the commencement of work on the garment:

## ***Order Process:***

### **Consultation**

Our initial consultation will require a non-refundable consultation fee. During our initial 60 minute consultation, you will get to meet your designer, Michelle Fasolino, and we will discuss your personal style and desired look for your custom garment. This would be a great time to bring in photos of silhouettes you like along with colour preference and to know what type of look are you wanting to achieve. Michelle will be happy to guide you on best looks to fit your body type and personal style.

### **From Vision to Concept**

Once the style is decided, your designer will create a sketch for review. We will also discuss fabrics and colorways. We can get a variety of fabrics to make your vision come to life. For samples we can obtain locally, we can have those samples available for review within 3 business days. For any fabrics samples that are not available locally, we can usually have them delivered within 1-2 weeks. You will receive a copy of the sketch along with fabric samples as part of the consultation process. If for any reason you would like to make any changes to your design, please let us know as soon as possible after receiving the sketch and fabric samples.

### **Sizing**

To ensure the perfect fit we will obtain measurements the day of your first consultation. For best fit, it would be recommended to come with fitted clothes preferably leggings and a fitted top so that your correct silhouette is captured. For bodysuits or jumpsuits, we will obtain crotch and girth measurements, so it would be best to wear pants or shorts to obtain your true measurements.

### **Cost**

The cost of a custom garment has three components: 1) a non-refundable initial consultation fee of \$50 per hour; 2) a 50% deposit on the quoted amount for the garment; 3) the final 50%, which is payable prior to delivery of the finished garment. Cost of garments will be determined based on cost of materials required and an estimation of hours required to complete the work, with the hourly rate currently being \$50. Upon acceptance of a quote the final price will be fixed.

### **Production**

The garment production process will take between 4-6 weeks from initial consultation. After your approval of the sketch and fabric samples we will began your order. At this time, please make sure your 50% deposit is paid in full because we are unable to start your order until payment is made. A toile (a version in calico) is made of the design, which is then fitted. Any alterations will be made at this point in the production process.

### **Completion**

Prior to pick-up or delivery, we will require the final payment and a final sign-off on the contract (below), which indicates that you are satisfied with your garment. If you pick up the garment from our studio, you can try it on at that time, but *please note that only very minor alterations can be made at this point in the process.*

## Refund/Return Policy

There are no refunds, exchanges or returns on garments completed to customer specifications. If the final payment is not made the 50% deposit is not refundable and the garment will not be delivered, as costs for design and materials must be covered. If there is something physically wrong with your garment, please contact us to resolve the issue. We do not accept returns simply because you've changed your mind.

### You must agree to the following before ordering:

- I understand that each garment is custom made and not produced in a factory, so some variations may occur
- If the contract is breached/cancelled following payment of the initial 50% deposit, I acknowledge and understand that I cannot receive a refund as this money goes toward fabrics, supplies, materials and pattern making. I have no claim to any work done on the garment up to the point of breach/cancellation.
- I understand that no design or sketch services will be provided to me until my initial deposit has been paid.
- I understand that the average garment takes between 4-6 weeks to complete after finalising design and fabric options.
- I understand that my non- refundable consultation fee will allow for me and the designer to discuss style of garment and to order samples.
- I understand and agree that any alterations required **after** the delivery of the final garment are my responsibility. If these alterations are completed by Testarotta, additional fees will apply.
- I understand that I cannot change my measurements, design or fabric once my garment has been started.
- I understand that the garment will not be delivered until the final 50% payment is made. If I fail to pay the balance due within 4 weeks of completion I forfeit my dress and deposit as the deposit has gone toward the cost of my materials.
- Any information requested in order to successfully complete my dress not provided in a timely manner may affect the timeline of my dress completion. Any changes to the timeline due to slow provision of required information is my responsibility.

I understand and agree with all terms stated in this Contract/Policy Form

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Name

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Signature

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Date

I agree that I am satisfied with the final garment and any further alterations will incur an additional cost

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Name

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Signature

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Date