

Terms and Conditions/Policies of Bride and Bloom

Thank you for shopping at Bride and Bloom.

You should understand that by ordering/purchasing a dress/suit or any of our products, you agree to the contract and consent to having read and understood the terms and conditions.

A 50% deposit is required upon signing the order form to allow us to place your order. Once you have paid your deposit, you have 24 hours to cancel this order. The sum is non-refundable or transferable under any circumstances. After this time your order cannot be cancelled or returned and you will be obligated to pay the remaining balance once your dress has arrived.

If you are paying through our free interest payment plan, you can cancel at any time before your dress is ordered, however you will lose any balance you have with us. This can be held if you decide to re-start payments but cannot be refunded or transferred. Once your dress has been ordered, you are obligated to pay the remaining balance of this dress unless it is within the 24 hours after ordering. The deposit will remain with us in this case.

Payment plans can be arranged to pay for your wedding dress. If a payment plan is agreed, it is the customers' responsibility to make these payments on the agreed date. If you don't, it can affect the timeline of ordering your dress.

If you purchase a sample (off the peg) dress, it may have small imperfections. Any imperfections or damage noticed by us will be discussed with you. All sale dresses and suits are sold as seen. We cannot issue a refund under any circumstances and we cannot exchange on any item or person.

Any dress or suits ordered will be checked for imperfections prior to your fitting. You are more than welcome to check that you are happy with the condition before you leave with your dress or suits. Any imperfections or damage to occur after this is not the responsibility of Bride and Bloom.

Any amount paid to bride and bloom for a dress/suit deposit cannot be transferred to another person/account for the purchase of their items.

Dresses and suits are ordered in standard sizes. Please note these are different to high street sizes. Bride and Bloom will not accept responsibility of any change to the customers' size and shape between initial measurements and wedding date. This includes pregnancy and weight loss surgery.

If your dress does not fit and your measurements are the same as the ones we have on file, we will rectify this. If they are different then we can only recommend ways to ensure you get it fixed.

Dress designers have their own standard delivery times; we cannot control these delivery times. Rush deliveries can be arranged at an extra cost provided by the designer.

You accept that there may be slight variations between the items you have seen in our shop and those delivered by the manufacturer. This may include the weave of the item made from natural materials, the positioning of the embroidery or beading, or slight colour differences due to dye lot variations. No refunds will be given on goods showing such variations.

Alterations are not included in the price of the gown and will be charged separately. No alterations will be undertaken until the item is paid in full. Please note although we work alongside seamstresses, we cannot provide a quote for your alterations.

We reserve the right to refuse service to anyone for any reason at any time.

We have the right to revise and amend these terms and conditions to reflect changes in market conditions affecting our business. You will be subject to the policies and terms and conditions in force at the time that you order garments from us, unless any change to those policies or these terms and conditions is required to be made by law.