



Policy/Contract Form

Thank you for choosing Anna Elyse Bridesmaids. We are delighted that you have made us your preference for your very special occasion. Each of our dresses is made individually in the United States especially for your order. Our product is not mass-produced. To process your order and begin production, we need you to understand, agree and sign off on the following:

Ordering:

Every effort is made to offer you the best selection of fabrics and colors. Once a fabric, color choice and style are decided upon, we require a deposit of \$150 for short dresses or \$200 for long dresses in order for the production process to begin. Full payment is required when the dresses are ready to ship.

Fabric:

Our fabric selections include 100% silk fabrics as well as poly taffeta, dull face satin, seersucker, or other special fabrics. As the silk fabrics, such as shantung and dupioni are made from natural fibers, some variations and irregularities may exist and are characteristic of silk yarns. These characteristics are not to be considered defects. We take every precaution in cutting to ensure that the look of the garment is consistent. Colors may vary from the swatch card or swatches you may have received. This is due to variations in dye-lots.

Sizing:

A size chart is available online on the "About" page of our website. A Measurement Form is available on the same page. Both pages may be downloaded and printed. Our sizes range from Size 0 through 24. There is an additional surcharge of \$15 per dress for sizes 18 and 20 and \$25 for sizes 22 and 24. It is the client's responsibility to choose a size based on the measurements taken. We recommend that you have your measurements taken professionally. Your local dry cleaner may have a tailor in-house that can do this for you or you may elect to visit a local tailor. We are happy to work with you to determine which size would work the best, but the final decision rests with the client. The size requested must be noted on the Order Form. All alterations are the responsibility of the client. If a new dress is needed due to incorrect size, the client will be charged the full price of the new garment. If additional length is needed, please call for rates.

Group Discount Policy:

When ordering multiple dresses, the following discounts apply:

- 3-6 Dresses (any skirt style, any bodice, any color) – 10% Discount
- 7 or More Dresses (any skirt style, any bodice, any color) – 15% Discount

The discount tier applies to Anna Elyse Bridesmaid dresses ONLY. It may not be combined with and does not apply to Annie Girl Flower Girl or Jr. Bridesmaid dresses, the Dress Up Collection or My Big Guy. The discount applies to dresses ONLY and does not apply to up-charges, pattern changes or accessories. Dresses added to an original order after an order has been received and is confirmed may not qualify for inclusion in the discount tier.

Alterations:

As noted above, alterations are the responsibility of the client. While the dresses are made to order, they are not custom made to your specific measurements and alterations will most likely be required for the dresses to fit as the wearer prefers.

Delivery:

Our standard shipping is 8 weeks from the week the order is received by us. When ordering, please ensure adequate shipping time and allow time for alterations to be made prior to the event.

Rush Orders:

At Anna Elyse, we pride ourselves on exceptional customer service. Part of this service is to offer a liberal rush orders policy. The following fees apply for a rush order:

- 5 – 7 week shipping -- \$35 per dress or item
- 3 – 4 week shipping -- \$75 per dress or item
- 2 week shipping -- \$100 per dress or item
- Under 2 weeks – PLEASE CALL for pricing

Please check with us for availability prior to placing a rush order. Rush fees **DO NOT INCLUDE** any expedited shipping that may be necessary.

Shipping:

Orders are shipped FedEx Ground. Shipping fees are approximately \$20 per box if all of the dresses in a party are sent to one location. Orders may request drop shipment (orders sent to individual addresses). Fees for drop shipments start at \$15 per location. Expedited shipping (Fed Ex Express, Overnight or 2-day) is also available. Please call for rates. All dresses are sent with signature required on delivery. We do not accept P.O. Box addresses. For orders shipped outside of the United States, the client is responsible for any additional shipping and handling fees as well as any duties and taxes that may be assessed upon pick-up of the package.

Tax:

9.75% California State sales tax will be added on all merchandise purchased within the state of California.

Payments:

All orders must be paid in full prior to shipment. Deposits must be received before production scheduling or actual cutting can begin. We accept American Express, VISA and MasterCard as well as personal checks. We cannot honor C.O.D.s. A \$30 fee will be assessed for any returned checks.

Return Policy:

All orders are non-cancellable. There are no exchanges or returns on all merchandise purchased. All sales are final. Any concerns or comments will only be accepted within 10 days of receiving the dress.

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

Client Signature

Date

Print Name

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