

Cleaning Policy -

We guarantee that we will try our best to remove any stains present on your garment or article. However, we cannot guarantee 100 % stain removal. If we are unable to remove the stains, we are nonetheless entitled to receive full payment for services rendered.

We exercise utmost care in processing articles entrusted to us and use such processes which, in our opinion, are best suited to the nature and condition of each individual article. Nevertheless, we cannot assume responsibility for inherent weaknesses of or defects in materials that are not readily apparent prior to processing. This applies particularly, but not exclusively, to suedes, leathers, silks, satins, double-faced fabrics, etc. Responsibility also is disclaimed for trimmings, buckles, beads, buttons, bells and sequins.

We cannot guarantee against color loss and shrinkage or against damage to weak and tender fabrics. We assume no liability or responsibility for damage caused to items due to a manufacturing defect or failure, poor dye performance, mislabeling, a misleading representation in contravention of the **Textile Labeling Act subsection 5(1)**, an absence of a care label or an inability of the item to withstand normal dry cleaning and/or laundering and/or wet cleaning procedures. We assume no liability or responsibility for damage caused to or by beads, buttons, buckles, zippers, belts, sequins, trim and ornaments.

All claims, including a claim for a lost item, must be made within 48 hours of receipt of items and our invoice or ticket and tag must be presented at the time the claim is made. Unless the items were accompanied by an itemized list, our count shall be accepted as definitive. In the event of a claim for which we are responsible, including a claim for loss, we will either repair or offer compensation; however, in no event shall our liability exceed 10 times the charge of processing the item.

Any garment not picked up for 6 months will be donated to charity.

Returns & Exchanges Policy –

All returns and exchanges must be in their original condition—unworn, unwashed, unaltered, undamaged, clean, and free of lint and hair. Merchandise must be in its original packaging with all tags attached. Once any tag has been removed, an item cannot be returned.

A valid receipt is required for all returns and exchanges.

Items not eligible for returns:

- Personalized and dyed items
- Perishables, swimsuits, and personal care items including face masks
- Final sale items
- Items with any tags removed

Returns: We will accept returns up to 7 days after your date of purchase for a refund in the form of your original payment.

Exchanges: You can exchange items purchased up to 7 days after receipt of merchandise. If the exchange value is greater than the original price paid, the customer will pay the difference. If the exchange value is less than the original price paid, the customer will receive the difference in a store credit.

Alteration Policies –

If we are altering garments that are not new, please wash/dry-clean the items before bringing them in to get altered. If a garment is soiled, we will request that you have it cleaned before we alter it for you.

For gowns or floor length skirts, or any corseted or tight-fitting garment, it is important to bring the shoes and undergarments that you intend to wear with the garment to the fitting. This will ensure a perfect fit for your special occasions/moments.

If you are not 100% satisfied with the alteration, we're happy to provide you with one complimentary re-alteration of the garment within 7 days of you receiving of your garment. The complimentary re-alteration applies only to previous alterations that were completed by us.

If your body changes after receiving your garment, we are more than happy to help update/re-alter the alteration we've done within 7 days of you receiving your garment. However, beyond your one complimentary re-alteration, any more re-alterations or new alterations can only be completed with additional cost.

At any time, we reserve the right to change pricing, we reserve the right to increase pricing for individual orders based on sizing and other circumstances.

We reserve the right to refuse service and alteration.