



ORDER POLICY AGREEMENT

Please print out, sign & fax this form along with your order to 424-288-5649

ORDER PROCESS:

If you are placing an order directly with Swoon, you must submit a completed & signed Dress Order Form, signed Order Policy Form and 50% deposit for your order to be processed. All documentation should be faxed to us at 424-288-5649.

FABRIC:

All Swoon dresses are made from 100% silk fabrics. Due to the nature of silk fibers, there may be a slight shade variances between dyelots. It is extremely important that all bridesmaids within the same wedding party place orders within the same timeframe to ensure the best color match between dresses. Custom colors are not available at this time.

SWATCH REQUESTS:

We will gladly send up to 3 fabric swatches upon your request. Please e-mail color, fabric quality and your address info to info@swoondress.com.

SIZING:

Our dresses are made to standard sizes as outlined in our Sizing Guide. If you are unsure of what size to purchase, we will do our best to help guide you based on the measurements provided to us. However, please note it is ultimately the buyer's responsibility to select the dress size for their order.

ALTERATIONS:

Swoon dresses are made to order, but **are not** custom fit to your measurements. We are not responsible for any alterations made after you receive your dress from us.

DELIVERY:

Please allow 12 weeks for delivery upon receipt of your completed Order Form, Policy Form and 50% deposit. We recommend that you order your dress at least 16 weeks from your wedding date to allow time for any alterations that might be needed prior to wearing your dress. You will receive a confirmation e-mail once your order has been processed which includes your delivery date. Sorry, we do not offer rush service at this time.

SHIPPING:

All dresses will ship via FedEx Ground Service. Our shipping fee is \$15 for 1 dress & sash if mailed within the US.

TAX:

9.75% state sales tax will be applied to all orders shipping to California addresses.

PAYMENTS:

50% of your total order amount will be charged to your authorized credit card to secure your order. Because Swoon dresses are made to order, this deposit is non-refundable, even if you choose to cancel your dress order prior to shipment. Balance charge will be applied to your credit card upon shipment of your completed order.

RETURN POLICY:

There are no exchanges or returns on any orders. All sales are final. Please review your order form carefully prior to submitting!!!

I understand and agree to all terms stated in this Order Policy Form.

BUYER'S SIGNATURE: _____ **DATE:** _____