

RENEW BRIDAL

Terms and Conditions for In-Store Purchases

1) Contact Details

- Renew Bridal Ltd, a company registered in England, company number 14755892. Our contact details are Unit 16, The Mill Yard, Swan Street, West Malling, Kent ME19 6LP
- We will contact you by telephone or by writing to you at the email address or postal address you provided to us. It is your responsibility to notify us of any new contact details.
- When we use the words “writing” or “written” in these terms, this includes emails.

2) Our contract with you

- When you have made payment in full of the purchase price of the items, a contract will come into existence between us.
- If we are unable to accept your order, we will inform you of this, will not charge you for the item and refund any payment made. This might be because we have identified an error with the price or description
- Payments are non-refundable unless we cannot accept or fulfil your order. The payment cannot be transferred to another person or item.

3) Item descriptions and measurements

- The images of the items on our website or in any other promotional materials are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that the devices’ display of the colours or the printed pictures in a brochure or on a sample swatch accurately reflect the colour of the items. Your item may vary slightly from those images or samples.
- Items from Renew are sold as seen and taken away on the same day of purchase or kept for alternations upon agreement. If you require resizing then we will take measurements and discuss options in alterations appointments. It is your responsibility to check the measurements of your dress. We will not be held responsible for any weight loss/gain or any other changes in your measurements after the item has been purchased (for example due to pregnancy).
- It is your responsibility to check the dress over before purchasing and we are not responsible for any flaws or marks after purchase or at alteration stages.

- Alterations price point guide is given at purchase and alterations are advised at first fitting. This may vary.
- Where we provide guidance in the choice of design, size, colour and measurements we do so without any liability.
- At the time of purchase of an ex-sample wedding dress, we will advise of any known faults with the dress. However, it is your responsibility to inspect any sample dresses before purchase to ensure that you are happy with their condition as they are likely to have been subject to wear and tear. Sample dresses will have been tried on by other prospective customers and may have marks on them. Whilst we make every endeavour to spot clean any visible marks on the outside of the dress, we cannot guarantee that all marks will be removed. We will not clean the inside and the underside of the dress and it is your responsibility to have them cleaned prior to wear if required. Ex-sample dresses are priced competitively due to the wear and tear on them. If you require us to assist with any repairs, you will be responsible for the costs involved.

4) Providing the items

- **All** Items from Renew are taken away on the same day of purchase unless you having alterations (chargeable). Items are left at your own risk.

5) Your rights to end the contract.

- All payments are non-refundable, regardless of whether you change your mind and/or no longer require your item.
- This does not affect your statutory rights.

6) Our rights to end the contract.

- We may end the contract for a item at any time by writing to you if:
 - You do not make payment to us when it is due;
 - You do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the item;
 - You do not, within a reasonable time, allow us to deliver the items to you (if applicable) or collect them from us.
- If we end the contract in the situations set out in clause 6, we will not refund any payments you have paid for the items. You will still be responsible for any outstanding balance on the order (including any loss of profit) in accordance with clause 8 below.

7) If there is a problem with the item.

- If you have any questions or complaints about the item, please contact us either by writing, telephone or speaking to a member of staff.

8) Alterations and Fittings.

- We do provide alterations and fitting services at additional costs.
- If you decide to use the services of our on-site seamstresses, you will be provided with guideline alteration charges at the time of purchasing your dress. However, these are guidelines only and in no way serve as a maximum or minimum price. Each piece of work will be individually assessed by the seamstresses and will be charged in accordance with their pricing policy. You will be advised of the cost in advance of any work being carried out.
- Bridal dresses can usually be resized depending on the size and cut of the dress. We will advise you of what is possible with your particular dress. We will advise you if we believe that you have unrealistic expectations as to what alterations can reasonably be performed or if you are requiring alterations beyond our expertise.

9) Our responsibility for loss or damage suffered by you.

- In the unlikely event that customers paid-for items are lost or damaged due to fire, flood or theft, whilst on our premises we shall only be responsible for reimbursing the retail costs of such items.
- We shall not be responsible for any services provided by a third party, whether or not such third party was recommended by us.
- Whilst we can occasionally arrange for a fabric swatch to be supplied, we cannot guarantee that they will exactly match your dress for colour or fabric.
- We only supply the items for domestic or private use. If you use the items for any commercial, business or resale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

10) How we may use your personal information.

- Please see our privacy policy on our website.

11) Other important terms

- We may transfer our rights and obligations under these terms to another organisation.
- You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.
- This contract is between you and us. No other person shall have any rights to enforce any of its terms.
- Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us from taking steps against you at a later date.

- These terms are governed by English law and you can bring legal proceedings in respect of the items in the English courts.