

Belle's Closet

Terms and Conditions of Order

1. Bespoke and Personalised Items

All bespoke or personalised items are non-returnable and non-refundable due to their custom nature, unless there is a supplier error (e.g. incorrect sizing or design not matching the approved mock-up). We carefully inspect products for damage upon arrival at our premises. We will provide sizing information and assist you in selecting the best options at the time of ordering. However, final sizing choices are the responsibility of the customer.

2. Design Approval

Personalised items include two visual mock-ups for you to review and approve. Additional changes or further mock-ups beyond the first two may incur a fee. Approval must be given in writing (via email or message) before we proceed with production.

3. Embroidery and Customisation Charges

Any additional embroidery or complex design features will be charged separately, due to the extra time and work required.

4. Order Changes and Cancellations

Once your order is confirmed, we place it with the supplier within 24 hours. You have 1 calendar day from the time of order to request any changes or to cancel for a full refund. After this period, your item will be ordered and we will be invoiced by the supplier. No cancellations or refunds will be possible beyond this point.

5. Payment

Full payment is required at the time of order. Orders will not be placed with the supplier until payment has been received in full. For bespoke work involving multiple items or high-cost materials, a non-refundable deposit may be requested.

6. Turnaround Time

Estimated turnaround times will be discussed at the point of order. While we aim to deliver within the stated timeframe, please note that delays may occasionally occur due to supplier availability, shipping delays, or unforeseen circumstances. We will keep you updated on any significant delays.

7. Customer Responsibility

It is the customer's responsibility to provide accurate information for personalisation (e.g. spellings, initials, sizes). We cannot be held responsible for mistakes made based on incorrect information provided at the time of order. Please review all order details and mock-ups carefully before giving your final approval.

8. Communication

All order updates, mock-ups, and approvals will be sent via your preferred method of contact (email or messaging). It is your responsibility to respond in a timely manner to avoid delays in production.

9. Collection/Delivery

You will be contacted once your order is ready for collection. If you require postage or delivery, this must be discussed and agreed upon at the time of ordering and may incur additional charges.