



TERMS AND CONDITIONS FOR A PURCHASE

Ordering

- A 50% deposit is required to place an order for bridal gowns and accessories, orders will only commence production after this deposit has been accepted. Payments may be made in instalments thereafter.
- Once an order has been placed we cannot accept any refund of monies paid.
- All payments are made by cash or direct deposit into our bank account:
Commonwealth Bank
BSB: 06 6058
ACC: 1037 9886
- A minimum of 6 months lead time is required to place an order, orders placed under this timeframe may incur a 10% rush surcharge.
- House of Kartalia cannot estimate an in store arrival date for ordered items, we will contact you when your gown arrives.

Cancellation

- We do not accept change of mind or cancellations on orders, in the very unfortunate circumstance you cancel your order you must still pay in full and collect your items from our studio. We will do our best to offer advice on how to re-sell your gown to recuperate some of the cost.

Sizing & Alterations

- At the time of ordering, your size is based on your measurements either taken by us or supplied to us by you.
- Our gowns are made to order not made to measure, we will confirm your closest matching size based from our size chart at the time of order. Brides therefore accept that the selected item(s) may not be a perfect fit. Everyone is different in shape and therefore alterations are likely to be required.
- Alteration costs are additional and are the brides own responsibility. House of Kartalia is NOT responsible for any alterations including any alterations due to weight loss / gain.
- House of Kartalia can arrange for a seamstress for alterations but will NOT take responsibility over the process and cost structure.

Collection

- Orders must be paid in full prior to collection. The purchased items remain the property of House of Kartalia until all monies have been paid in full.
- You are required to collect your items within 14 days once contacted.
- Items are required to be thoroughly checked before you leave the premises, once the items have been collected and leave the premises they are no longer the responsibility of House of Kartalia.

Faulty Gowns & Returns

- We will not accept returns on items once they have left our premises. Any faults must be raised at the time of collection, once the items have been collected and left our premises we cannot accept any responsibility.
- All our items are hand made to order and therefore might vary slightly from images presented on our website or designs seen on our studio rack, each and every item will be slightly unique in their own way be it very minor. Slight variations in any of the designs will not be considered as a manufacturing fault.
- In the very unlikely case there should be a fault with your order it will be returned and rectified as soon as possible.

Garment Care

- All of our gowns and accessories are hand made to order with extremely delicate lace and beadwork, therefore they need to be handled with the utmost care. Please use bridal professional dry cleaners only. House of Kartalia is not responsible for any faults, mishaps or damages to your gown once it has been inspected on collection and left our premises.

Terms and conditions may be changed without notice.

Payment of deposit means you accept these terms and conditions.

Date

Signature

Please note House of Kartalia is committed to providing the highest satisfaction to our customers, if you are unsatisfied with any part of your experience please let us know and we will do our best to reach an outcome you are satisfied with.