

FAQ

How long will the appointment last?

We like to book an hour for each fitting. We don't usually require this long, however, we factor in this amount of time in case you need to take a break to nurse, comfort or change your baby. The average fitting takes 30 minutes.

Where will my fitting take place?

Your fitting will be at our head office in Toronto, at **60 Scarsdale Road**, which is in North York close to the intersection of York Mills and Leslie.

What if I am running late for my appointment?

Please call us as soon as you know you are running late and leave a message with our reception. Kindly note that if you are within the first half an hour of your scheduled appointment time we will likely still be able to do your fitting. Otherwise we will have to re-schedule your appointment for another time.

Can I bring my baby with me to the fitting?

Absolutely! Babies are very welcome at our fittings. As are older siblings, partners, grandparents and friends. We have facilities for baby changing and schedule enough time during each fitting for you to take a break to nurse or attend to your baby's needs. Please bear in mind that due to health and safety standards we do not have any baby equipment (such as seats, rockers or bassinets) available.

Can I come early and nurse my baby before my appointment?

Of course you can. We will do our best to put you in a quiet room to nurse, but please be aware that this may not always be possible. You are more than welcome to arrive a few minutes early for your appointment to sit and wait in our reception area. However, kindly note that it is not usually possible for us to see you before your scheduled appointment time, so please be prepared to wait if you do arrive early.

Will you need to see me nurse my baby?

We are always happy to hear your feedback on how our products support your breastfeeding experience; however, we do not need to see you nurse during your fitting appointment. We are focusing more on the way that the garments fit, support and feel. There may be occasions when we are working on specific projects that would require us to see the function of the garments we are testing, and if such occasions arose we would definitely let you know in advance, and seek your prior permission before asking to do so.

My sister just signed up, can she join me at my appointment?

As much as we would love to have you come in with your sister this may not be possible. Firstly, we like to focus on one mama at a time, so joint appointments are not possible. Secondly, we take our fittings on a first come first served basis, and there may be people who are ahead of your sister in the waitlist. However, we will try to accommodate your request. This could mean waiting for a fitting time on an alternative to day do back to back fittings, or scheduling appointments that are on the same day.

My friend submitted her information online at the same time as me but she wasn't accepted for the program, why?

We receive hundreds of applications from moms who wish to participate in the Test Wear Program, and unfortunately we are not able to accept every mom that applies. To accommodate as many moms as possible, we have set up criteria that we are looking for in our Test Wear Program. We review each application individually and invite in those moms who fall into the criteria that we set out to achieve.

My friend and I were accepted into the program at the same time but she was offered an appointment several weeks earlier than I was, why is that?

Occasionally when we are working on a particular project, we will need to see moms in very specific sizes. These moms who fit into this size range will be offered an appointment on a priority basis, otherwise our fitting appointments are booked on a first come first served basis.

I don't feel comfortable having pictures taken of me in just a bra, is that ok?

We completely understand that, and while we do everything we can to respect our Bravado Mamas and make them feel comfortable while they are here for a fitting, the pictures are an important component of the appointment. The pictures we take are headless shots, and are therefore unidentifiable. They are stored in our Test Wear database to be reviewed by our Design and Production departments, of which the staff are female. If this still doesn't feel comfortable to you, it might be that the Test Wear experience is just not for you.

Do I need to bring anything special along to the appointment?

No, you don't need to bring anything in particular with you to your fitting. Things that can make the appointment run a little smoother though, are if you have long hair to tie it up during the fitting so we can more easily see you in the garment. It's also great if we can see you in your most supportive bra to measure you, although these things are definitely not essential. There may be certain projects that we are working on in which we will ask you to bring specific items with you to your fitting, however, we will always give you plenty of advanced warning.

Can I purchase products while I am there for my fitting?

Unfortunately not. Our head office location does not have a retail store. However, if you wish to purchase products after your fitting we will be happy to write down the styles and sizes that you tried on. If you visit us online at www.bravadodesigns.ca you can sign up to be a Bravado Mama, and will receive 10% off your first order online.

Will I need to return for more than one fitting?

It is possible that we will invite you back for subsequent fittings once you have been sized at your initial appointment. The subsequent fittings are of course optional, and you will receive a complimentary garment for each fitting that you attend.

What type of follow up or feedback will be required?

A lot of the feedback happens during the fitting itself. The complimentary garment that you take away from your initial fitting, as a thank you for your time, will be something from our current product range and we will therefore ask for feedback in the form of a brief online survey, a couple of weeks after your fitting. There may also be occasions when you are asked to take away a garment that is still in development. You will be asked to wear the garment for a couple of weeks and return for a fitting for feedback. We are always open to hearing your feedback on all our products, whether it is something that you like or enjoy or something that you feel could be different.