

Sew Anastasia Custom Work Policy

We're excited to help create your project! Before we begin work on it, we need to make sure you understand, agree to, and sign off on our process. We don't want any confusion. Please read it carefully. Signing this document indicates your agreement to the terms and conditions herein.

Initial Consultation

The custom work process begins with a one-on-one consultation with Anastasia in her design studio in Chicago. Gather all of your ideas and inspirations for the work you want done before the initial consultation. If you have particular samples of fabric you like, bring them along. For garments made to fit, Anastasia will take measurements personally to ensure accuracy.

Sketch

A sketch will be made with annotations calling out details and noting fabrics, colors, and other requirements. Some clients make the sketch themselves, and in other cases Anastasia often creates the sketch in the initial consultation. In either case, it'll need to be agreed to and signed off on by both you and Anastasia as a description of the work to be done.

If photos of inspiration are used as part of the sketch, please note that the work produced will not be absolutely identical to the pieces pictured. If you need something that looks exactly like a photo, it's best to contact whomever made the original.

Changes

Once the sketch is signed off on by both parties, Sew Anastasia isn't responsible for additional work or costs resulting from desired changes to the work to be done. If you do desire changes, communicate them as quickly as possible. If the changes are minor and don't affect anything already done, we may be able to accommodate you. Larger changes may be accommodated, but require both parties to agree to them and whatever extra charges they might incur before they could be made. In general, changes can't be made once final production has begun.

Fittings

Garments usually need 1-3 fittings to get the fit just right. You'll need to come in and try on the garment, or a sample of the garment, in person so we can get everything tailored perfectly. Sew Anastasia isn't responsible for additional costs incurred for proper fit, including, but not limited to, additional materials and alterations to accommodate weight change, pregnancy, or plastic surgery.

Inspection & Pick-up

When work has been completed, you'll come in to inspect and pick up the product(s). Any product not picked up within a month is considered abandoned, and will become property of Sew Anastasia. Once the product has been picked up from the studio, Sew Anastasia is no longer responsible for the care or condition of the item.

Payment, Cancellations, & Returns

Work begins after payment is made in full after the initial consultation. Cancellations aren't accepted past 24 hours after. Your garment will be made especially for you, customized to your exact body shape, size, and height, so we can't offer refunds or exchanges. As is customary in the industry, all sales are final.

Social Media

We're very proud of our work, and often share the excitement about the fabulous designs our clients ask us to produce. Unless specifically requested, we may post pictures or videos of the creation of your custom work to social media such as Instagram and Tik-Tok.

If you agree to these terms and conditions, sign below:

Date: _____

And print your name here:
