



## ALTERATION POLICY

We undertake alterations of stitched garments and items available in our Pret collection only.

You will be responsible for the cost of shipping the garment back to us and you will be responsible to track the garment till it reaches us. We urge you to take images of the garment from all angles, including images of alterations required before dispatching it to us. We will undertake the cost of shipping the garment to you once it has been altered.

There are certain situations where any alterations will not be undertaken:

If the garment has obvious signs of use

If the price tag is missing

If the garment is not in its original condition, is damaged or missing parts for reasons not due to our error

If you altered the garment elsewhere

If the garment is returned more than 7 days after delivery

If you select measurements from the standard measurement chart, we will undertake a maximum of one alteration for your garment, at no additional cost, based on the specific alterations requested by you. We are not responsible if the garment does not meet your expectations even after the alterations.

If you make changes to the standard measurement chart, we will undertake a maximum of one alteration for your garment, at no additional cost, based on the specific alterations requested by you. We are not responsible if the garment does not meet your expectations even after the alterations.

Please follow the following procedure if you require any alterations on your garment/s:

1. Ensure that it has not been used and that it is not damaged or missing any parts.
2. Take images of the garment from all angles. You may use your phone to take these images
3. Take images of you wearing the garment with a focus on areas that require these alterations. You may use your phone to take these images
4. Send us an email on [contactus@soulfulhues.com](mailto:contactus@soulfulhues.com) with the Subject: <Customer name> <Order number> Alterations. Attach all your images and detail out the alterations in the email. Please try and be as specific and detailed as possible. Also include the dispatch date, courier company name and expected delivery date in the email.
5. Once we receive your e-mail, we will acknowledge receipt of the same.
6. Once we receive the garment, we will review the alterations requested and contact you via the phone to re-confirm the changes requested by you

Thank you.