



HI THERE! THANK YOU FOR THINKING OF US FOR YOUR OUTFIT NEEDS. HERE'S HOW IT WORKS:

STEP 1: CHOOSE YOUR THREADS

Know exactly what you want? Great! Let's make it happen

Otherwise, let Live the Collective (LTC) help you

Provide us your budget, timeline and #inspo and let us suggest ideas from our collection of designers

STEP 2: CUSTOM OR STANDARD SIZING?

Custom Sizing

- No additional fee for custom measurements
- We really, truly hope things work out perfectly (and they quite often do!), but we also cannot guarantee perfect fit due to variables in interpretation by different production houses or tailors, fluctuations in body size, inaccurate measurements and of course personal preference in terms of fit. As helpful as measurements may be, remember that the people creating your outfit are not physically present to measure you, so please expect that additional tailoring may be required
 - Our designers leave margin in outfits to account for small adjustments
- No alterations are included, though we can refer you to a tailor locally (for Toronto clients)
- Damaged goods or gross production errors will be dealt with by LTC and the designer promptly: We got your back!

Standard Sizing

- Each designer has a standard size chart that we can provide you to choose your closest size from
 - No alterations are included, though we can refer you to a tailor locally (for Toronto clients)
 - Damaged goods or gross production errors will be dealt with by LTC and the designer

All made to order items (custom or standard sizing) are final sale.

STEP 3: ALTERATIONS PACKAGES

Available for in-person clients at the LTC Showroom

- Ordering a special piece and worried about the size? We get it. LTC now offers tailoring insurance!
 - LTC will take care of ALL tailoring needs related to incorrect fitting of the outfit

That means anything that feels 'off' in the fitting based on the measurements you provided

This does not include changes in style of the outfit (example: all that bicep work you've put in has made you decide to crop those elbow length sleeves to a sexy, sleeveless look)

- If your outfit arrives and no alterations are required (insert happy dance), no stress! While the tailoring package is not refundable, the money can be used as credit towards your next purchase with Live the Collective

- Packages are priced as follows:

\$100 for purchases between \$500-1000

\$200 for purchases between \$1000-\$2000

\$300 for purchases of \$2000 and up

THE LTC FINE PRINT (PLEASE DON'T SKIP ME!)

- All prices listed are in Canadian Dollars (CAD). For customers in Canada, customs duties and import fees are always included in the price, but applicable federal and provincial sales taxes will be added on top of the retail price for all purchases, whether cash, credit or e-transfer

- Items purchased in person at our Mississauga showroom are final sale.

No returns, exchanges or alterations will be possible once a piece has left the showroom

- For customers who order from our "[Ready to Ship](#)" section online, we can only issue store credit for returns with a restocking fee of \$15. LTC must be notified in 24 hours of receiving the item and the physical item must be sent to LTC with tags on, unworn, in original condition within seven days of the customer receiving it. If an item is sent after seven days, no store credit can be issued. We do not provide refunds on any shipping costs and return shipping costs to LTC will be covered by the client (we recommend using a trackable service).

- Any orders received that are due to client within less than 6 weeks from the time the order is placed may be subject to an additional rush processing/shipping fee